



University of Nevada, Reno

# State of Nevada IDEA, Part C

## Annual Family Survey 2008

**NEVADA UNIVERSITY CENTER  
FOR EXCELLENCE IN  
DEVELOPMENTAL  
DISABILITIES**

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## Introduction

The Early Intervention Family Survey Project is a cooperative effort of Part C of the Office of Disability Services within the Department of Health & Human Services, and the Nevada University Center for Excellence in Developmental Disabilities (NvUCED). This is the third year the Family Survey has been administered through this collaboration. The objective of the Family Survey is to gather responses that measure family's satisfaction with their early intervention services in Nevada. There were several core indicators that influenced the development of the survey. The areas of particular interest are if respondents receive their parent rights and know how to use them, are able to effectively communicate their child's needs, are able to assist their child in developing and learning, feel valued and part of their child's team, can access community resources, and receive timely services. In order to accomplish this, the 2008 Family Survey was redesigned and sent to families with children who had active Individualized Family Service Plans (IFSP) and were receiving services by a program operating through the Bureau of Early Intervention Services for a minimum of six months as of May 31, 2008.

## The Nevada University Center for Excellence

The NvUCED is part of a national network of university programs in developmental disabilities that are federally funded by the Administration of Developmental Disabilities, U.S. Department of Health and Human Services. The NvUCED is housed in the College of Education, at the University of Nevada,

Reno. The mission of the NvUCED is to work cooperatively with agencies and programs to assist Nevadans of all ages with developmental disabilities to be independent and productive citizens, and fully integrated into their communities. This mission is accomplished by providing interdisciplinary instruction and services, disseminating information on developmental disabilities and service options, providing technical assistance, and conducting program evaluation and research.

The NvUCED conducted the Part C Family Survey Project under a contract with the Department of Health and Human Services. As such, the NvUCED acted as a separate entity in this project. Kate Green, Project Administrator Early Intervention, was the principal investigator and director of the project. George Mckinlay was the co-director of the project, and directed data management and analysis.

## Bureau of Early Intervention Services

In accordance with the Individuals with Disabilities Education Improvement Act (IDEA), the Bureau operates sites in the Las Vegas, Reno, Carson City, Elko, and Ely areas. Staff at each location provide multidisciplinary, comprehensive family-centered early intervention services. During Fiscal year 2007 (July 1, 2006 – June 30, 2007) 3,058 children and their families statewide received early intervention services through Bureau programs. In Fiscal year 2008 (July 1, 2007 – June 30, 2008) 3,656 received services. Nevada Early Intervention Services (NEIS) is a state operated program with offices in the southern, northwestern, and northeastern regions of the state. Two private community organizations, Easter Seals of Southern Nevada (ESSN) and REM of Nevada, contract with the state to provide early intervention services in the southern region as well. ESSN began providing early intervention services in July 2007, and REM in February 2007. Prior to these program additions, all services were provided solely by NEIS.

## Assessment and Evaluation

### Redesign of the Survey

The Nevada Family Survey was developed in 2006 by a representative task force consisting of family members and staff from Nevada Disability Advocacy and Law Center (NDALC), Nevada Parents Educating Parents (PEP), NvUCED, Part C, NEIS, and Early Childhood Education. The Nevada Family Survey was sent to 664 families in 2006, and to 916 families in 2007. The response rate was 23% for both years.

A task force consisting of statewide stakeholders met on April 24, 2008 to discuss strategies intended to increase Nevada family's response rate to the Family Survey. Task force members included: Brenda Bledsoe, Melanie Whitney, Iandia Morgan, Edythe King, and Wendy Whipple, Part C; Paula Crawford, NEIS South; Kate Green and Ann Bingham, University of Nevada, Reno; Betsey Crumrine, Division of Child and Family Services (DCFS)/CAPTA; Yvonne Brueggert, NDALC; Robin Kincaid, Parent Training & Information Center (PTI) and Joyce Larsen, Northern Nevada Child and Adolescent Services/Mental Health.

The task force agreed to the following recommendations, which were approved by Part C and the Nevada Interagency Coordinating Council (ICC), and implemented by the NEIS Family Survey Project Coordinator at the NvUCED:

- Revise the Family Survey
  - Eliminate question duplications
  - Revise double-barreled questions (questions that ask two things at once)
  - Eliminate demographic questions that were not statistically significant in the past (i.e. Caregiver's age, who takes care of child the majority of time, etc.)
- Structure the Family Survey to fit on one side of a sheet of paper
  - Shorter surveys contribute to higher return rates
  - All families will receive an identical version of the survey with English on one side and Spanish on the other in order to capture individuals who may be more comfortable responding in Spanish but not identified in TRAC as Spanish speaking
- Revise the cover letter so all families receive an identical version with English on one side and Spanish on the other
- Require Service Coordinators to inform parents ahead of time about the Family Survey

The 2008 Family Survey consisted of 20 close-ended questions, one open-ended question, and two demographic questions. A copy of the survey and the cover letter that accompanied it are included at the end of this report.

### Survey Method

Part C provided NvUCED with a database consisting of contact information and basic demographic information. This year 1,517 families met the sample criterion,

which was to have an active IFSP for a minimum of six months as of May 31, 2008. The following is a breakdown of the sample population by program/region:

- NEIS Northeast - 83 eligible families
- NEIS Northwest - 456 eligible families
- NEIS South - 886 eligible families
- ESSN - 29 eligible families
- REM - 63 eligible families

In an effort to increase survey return rate, addresses were validated through the United States Postal Service. By doing so, 120 addresses were determined to be invalid and surveys were not sent to those families. A total of 1,397 surveys were mailed on July 1, 2008. A cover letter accompanied each survey, as well as a postage-paid return envelope. The cover letter informed families that the surveys would be returned to the NvUCED so their responses would remain confidential. The following list provides a breakdown of surveys sent to families by program/region:

- NEIS Northeast - 77
- NEIS Northwest - 435
- NEIS South - 812
- ESSN - 20
- REM - 53

The response rate to the first mailing was somewhat low throughout all programs and regions, and statewide was just under 20%. It is common for unsolicited surveys to have a response rate no better than 20% to a first mailing (Fink, 2003). One strategy to increase response rate is to send a second mailing. A random selection of 213 names from the remaining sample of families who did not send back a survey in July were mailed a second survey. Part C worked with program staff to validate addresses, and surveys were also sent to 91 families who were not captured in the first mailing due to invalid addresses. A combined total of 1,488 unduplicated families were sent surveys in 2008:

- NEIS Northeast – 83
- NEIS Northwest – 454
- NEIS South – 869
- ESSN – 29
- REM – 53

## Survey Results

A total of 335 surveys were returned, yielding a return rate of 23%. By program and region:

- NEIS Northeast – 21 returned, return rate 25%
- NEIS Northwest – 115 returned, return rate 25%
- NEIS South – 178 returned, return rate 21%
- ESSN – 8 returned, return rate 28%
- REM – 13 returned, return rate 25%

Overall, the satisfaction results of the survey were very positive. Based on family satisfaction literature, family responses generally obtain 90% or greater agreement

or are rated very high/very satisfied/very pleased in 5 point Likert scales (McNaughton, 1994; Bailey, Scarborough, Hebbeler, Spiker, Mallik, 2004; Hebbeler, Spiker, Bailey, Scarborough, Mallik, Simeonsson, Singer, Nelson, 2007). In the 2008 Family Survey, families indicated they agreed 90% of the time, or greater, with all survey questions.

**Table I: 2008 Nevada Family Survey All Rated Questions**

Question	Agree (n)	Disagree (n)	Agree (%)	Disagree (%)	Total (n)
Q1: I understand my child's strengths and abilities.	322	7	98	2	329
Q2: I understand my child's special needs.	316	9	97	3	325
Q3: I believe my child is benefiting from early intervention services.	309	17	95	5	326
Q4: My early intervention provider fully explained my parent rights.	316	13	96	4	329
Q5: I know how to use my rights if I have concerns about my child's services.	286	29	91	9	315
Q6: I feel part of the early intervention team when we discuss my child's needs.	322	11	97	3	333
Q7: I know who to contact if I have questions or concerns about the supports and services we are receiving.	308	15	95	5	323
Q8: My service providers respect and value my culture, language, and individual preferences.	320	8	98	2	328
Q9: I have a key role in all decisions related to services for my child and family.	319	10	97	3	329
Q10: I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	316	9	97	3	325
Q11: If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	287	23	93	7	310
Q12: My service providers help me get the services and supports my child and family needs.	306	21	94	6	327
Q13: I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	314	8	98	2	322
Q14: My family's daily routines are used to support my child's services.	310	10	97	3	320
Q15: My service providers help me understand my child's development and progress.	312	20	94	6	332
Q16: The supports and services we receive help meet our child's developmental needs.	303	28	92	8	331
Q17: My service providers offer me information about how to access community resources.	285	33	90	10	318
Q18: The services and supports described in our IFSP are provided in a timely manner.	289	33	90	10	322
Q19: I gained confidence in caring for my child.	312	11	97	3	323
Q20: Early Intervention supports and services have helped our child and family make progress toward IFSP outcomes.	305	16	95	5	321
<b>Overall</b>	<b>1549</b>	<b>75</b>	<b>95</b>	<b>5</b>	<b>1624</b>

## Survey Discussion

The 2008 Family Survey results were generally satisfactory. Analysis of the narrative section of the survey found overall positive comments. The majority of families indicated they were pleased and satisfied with the services and supports they received from their early intervention programs. Families mentioned they were happy with their child's progress, service providers were helpful, knowledgeable and professional, intervention strategies and techniques were useful, they valued the support they received as a family, and expressed a desire to remain in their early intervention program after their child turned three years old.

There were 38 narrative comments that provided suggestions for improvement. It is important to note that 29 of these families responded with overall satisfaction to questions 1-20, indicating families were still generally satisfied with their early intervention services even though they provided a comment for improvement. The suggestions focused primarily on two main themes: 1) timely services and 2) staff turnover/training. Comments that focused on the first theme offer statements like they wished they were assigned a service provider sooner, programs were slow to assign providers (Speech Language Pathologists in particular), their child had been on a wait list for months, and there were too few resources. Analysis of the second theme indicated their service provider did not seem to know what s/he was doing, were not well trained, cancelled appointments, and that they did not feel valued as a team member.

Budget constraints, growing enrollment, and staff shortages are possible explanations for these comments, but are difficult to solve. Addressing these comments for improvement may prove to be a challenge for all early intervention programs, yet should be the focus of each program's improvement planning process if possible.

Analysis of race and ethnicity data points to a need to engage families from all groups to respond to the questionnaire in the future. People who were reported as being white represented 60% of the survey respondents, which is almost 10% more than the sample population. Fewer Hispanics, African Americans, and Asian/Pacific Islanders returned the survey when compared to the total sample. However, although a very small number, 1% of Native Americans responded to the survey, which corresponds to the sample population. Sending surveys that were printed in English and Spanish did not result in a higher rate of return from Hispanic families, which was disappointing. A reasonable goal for the next survey is to research strategies used by other states and agencies that may increase the rate of response for underrepresented ethnic groups in order to bring them closer to the enrolled sample. For example, some people may be more willing to answer questions by phone or in another language.

Eight families enrolled at ESSN responded to the survey. Although this number represents a 28% return rate, the total number of respondents is small, which makes it difficult to make generalizations about the data. A single response one way or the other has a more significant affect on data than when there are a larger number of responses. It is important to use caution when analyzing the results for ESSN since the data may not represent systematic problems or strengths because one response is equal to 12.5% of the total responses. When compared to NEIS

South where one response is equal to 0.6% of the total responses, it is easy to see how one response can change the landscape of the analysis for a small population.

Address errors were a major barrier to improving survey response rates and getting adequate representation from programs. There were initially 120 invalid addresses according to the United States Postal Service. Part C and program staff validated all but 29 addresses statewide. Over the course of the survey distribution period, 50 surveys were returned as undeliverable, including such reasons as family moved/no forwarding address, no mail receptacle, box closed, premises vacant, no such number or street, etc. This finding is somewhat surprising considering service providers generally make home visits in order to provide early intervention services and routinely mail documents to the families on their caseloads. A systematic review of address accuracy is recommended, not only for future survey use, but for accountability as well. REM had an undeliverable/invalid address rate of 25%, which was considerably higher than the other programs: ESSN had 10%, NEIS South had 5%, NEIS Northwest had 3%, and NEIS Northeast had 1%. Not only are programs strongly encouraged to maintain accurate family contact information in TRAC, but also the Bureau should consider a systematic solution to improving address record keeping.

Participation in the Family Survey is voluntary, however, it is crucial that programs facilitate the survey process. Data gathered through the family survey are a rich and valuable source of information for programs, and will be more accurate, representative, and meaningful to programs when return rates are more robust.

## Citations

Bailey, D., Scarborough, A., Hebbeler, K., Spiker, D., & Mallik, S. (2004). National Early Intervention Longitudinal Study: Family outcomes at the end of early intervention. SRI, International, Menlo Park, Ca.

Fink, A. (2003). The survey handbook. Sage Publications, Inc., Thousand Oaks, Ca.

Hebbeler, K., Spiker, D., Bailey, D., Scarborough, A., Mallik, S., Simeonsson, R., Singer, M., & Nelson, L. (2007). Early Intervention for infants and toddlers with disabilities and their families: Participants, services, and outcomes.

McNaughton, D. (1994). Measuring parent satisfaction with early intervention programs: Current practice, problems and future perspectives. *Topics in Early Childhood Special education*, 14:1, 26-48.



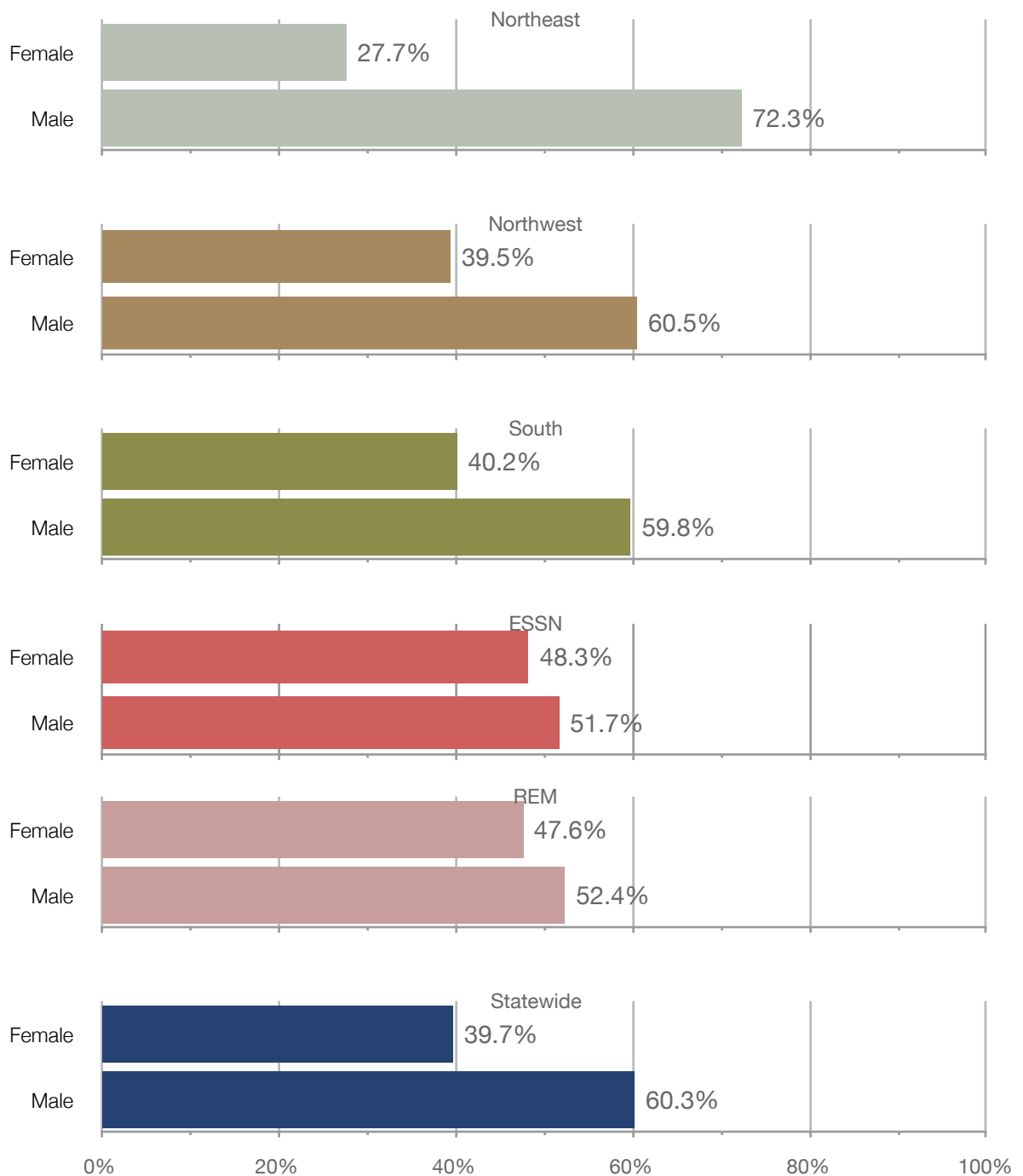
## Appendices

### Data Tables and Charts

## Data Tables and Charts

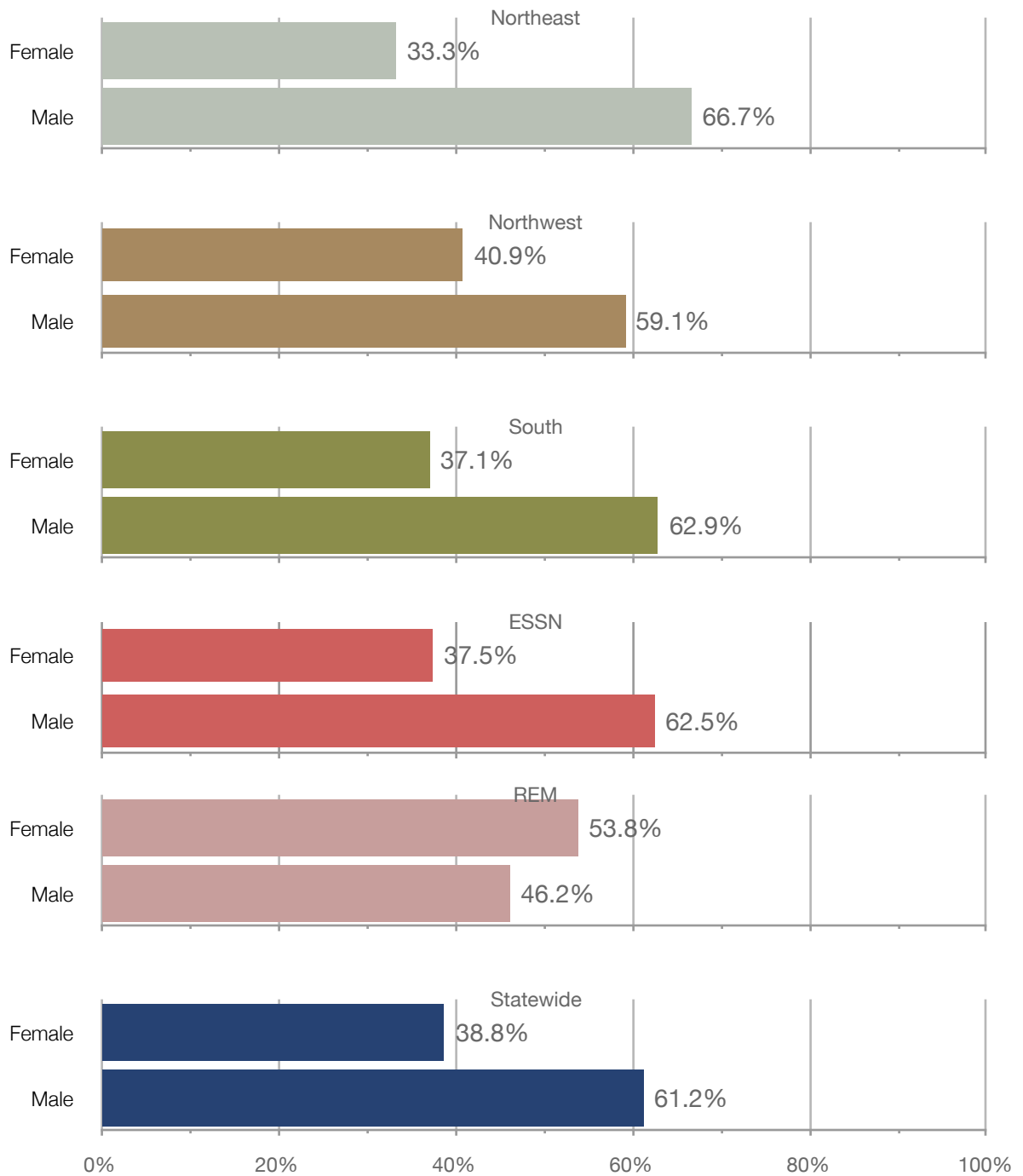
### Gender

	Female	Male	Total
<b>Northeast</b>	23	60	83
<b>Northwest</b>	180	276	456
<b>South</b>	356	530	886
<b>ESSN</b>	14	15	29
<b>REM</b>	30	33	63
<b>Statewide</b>	<b>603</b>	<b>914</b>	<b>1517</b>



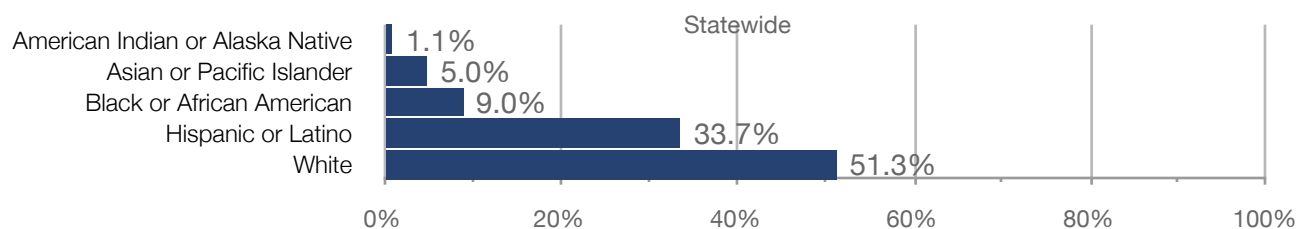
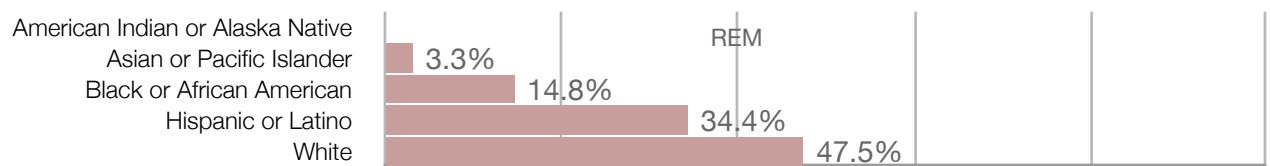
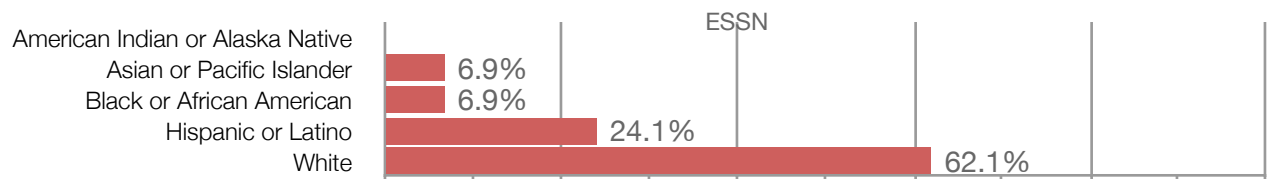
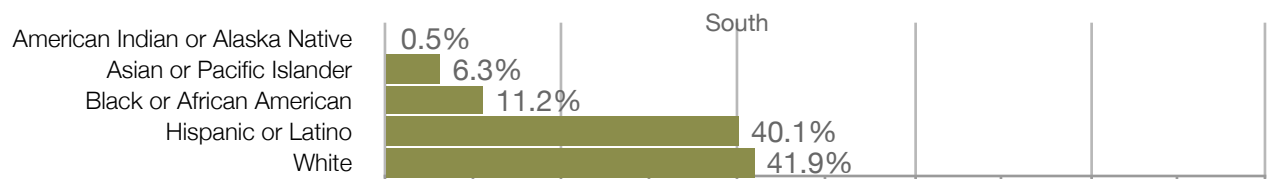
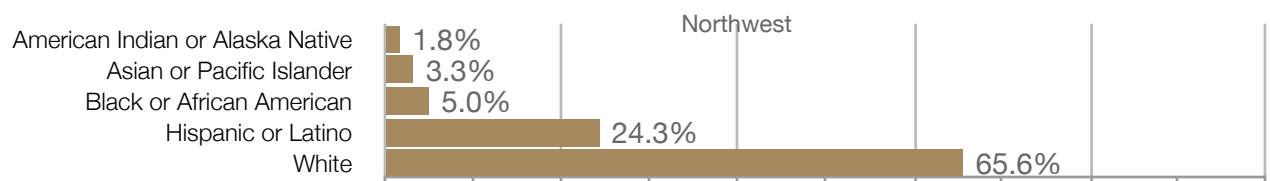
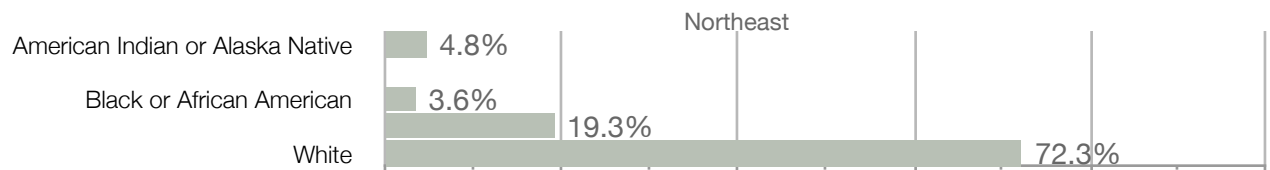
## Gender (Survey Responders)

	Female	Male	Total
<b>Northeast</b>	7	14	21
<b>Northwest</b>	47	68	115
<b>South</b>	66	112	178
<b>ESSN</b>	3	5	8
<b>REM</b>	7	6	13
<b>Statewide</b>	<b>130</b>	<b>205</b>	<b>335</b>



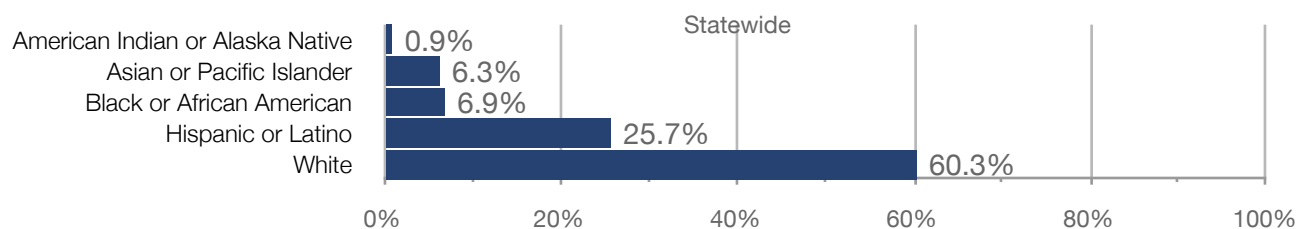
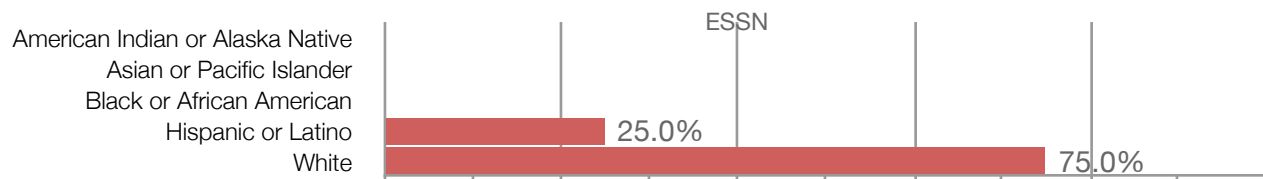
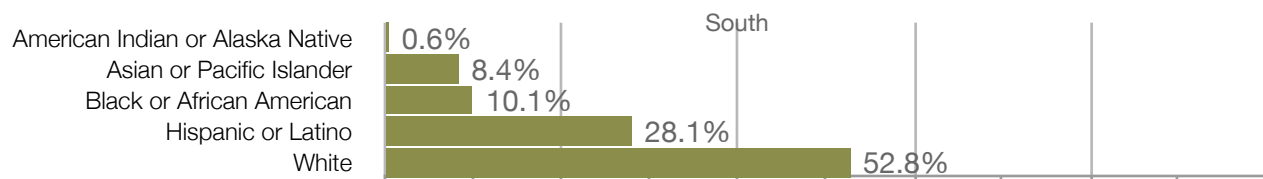
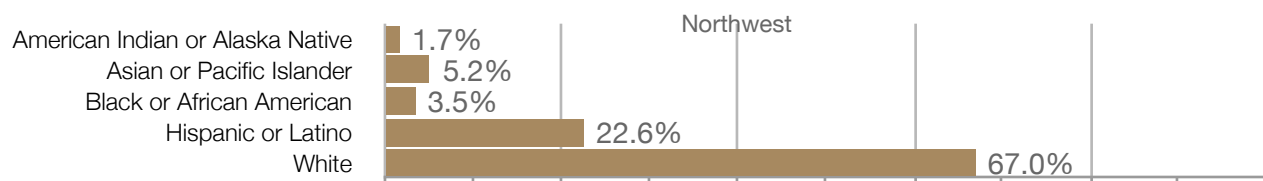
## Race/Ethnicity

	American Indian or Alaska Native	Asian or Pacific Islander	Black or African American	Hispanic or Latino	White	Total
<b>Northeast</b>	4	0	3	16	60	83
<b>Northwest</b>	8	15	23	111	299	456
<b>South</b>	4	56	99	355	371	885
<b>ESSN</b>	0	2	2	7	18	29
<b>REM</b>	0	2	9	21	29	61
<b>Statewide</b>	<b>16</b>	<b>75</b>	<b>136</b>	<b>510</b>	<b>777</b>	<b>1514</b>



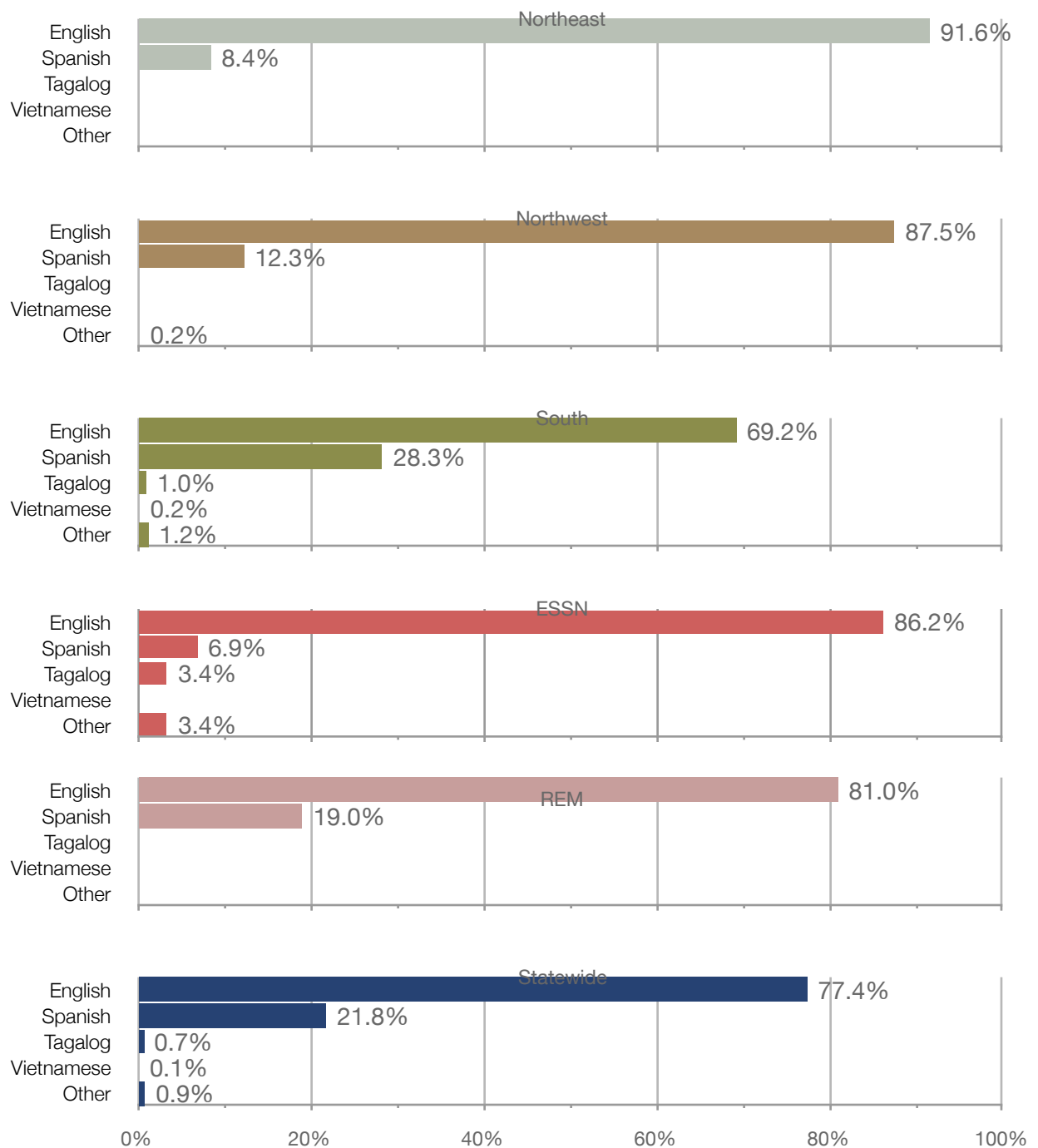
## Race/Ethnicity (Survey Responders)

	American Indian or Alaska Native	Asian or Pacific Islander	Black or African American	Hispanic or Latino	White	Total
<b>Northeast</b>	0	0	1	2	18	21
<b>Northwest</b>	2	6	4	26	77	115
<b>South</b>	1	15	18	50	94	178
<b>ESSN</b>	0	0	0	2	6	8
<b>REM</b>	0	0	0	6	7	13
<b>Statewide</b>	<b>3</b>	<b>21</b>	<b>23</b>	<b>86</b>	<b>202</b>	<b>335</b>



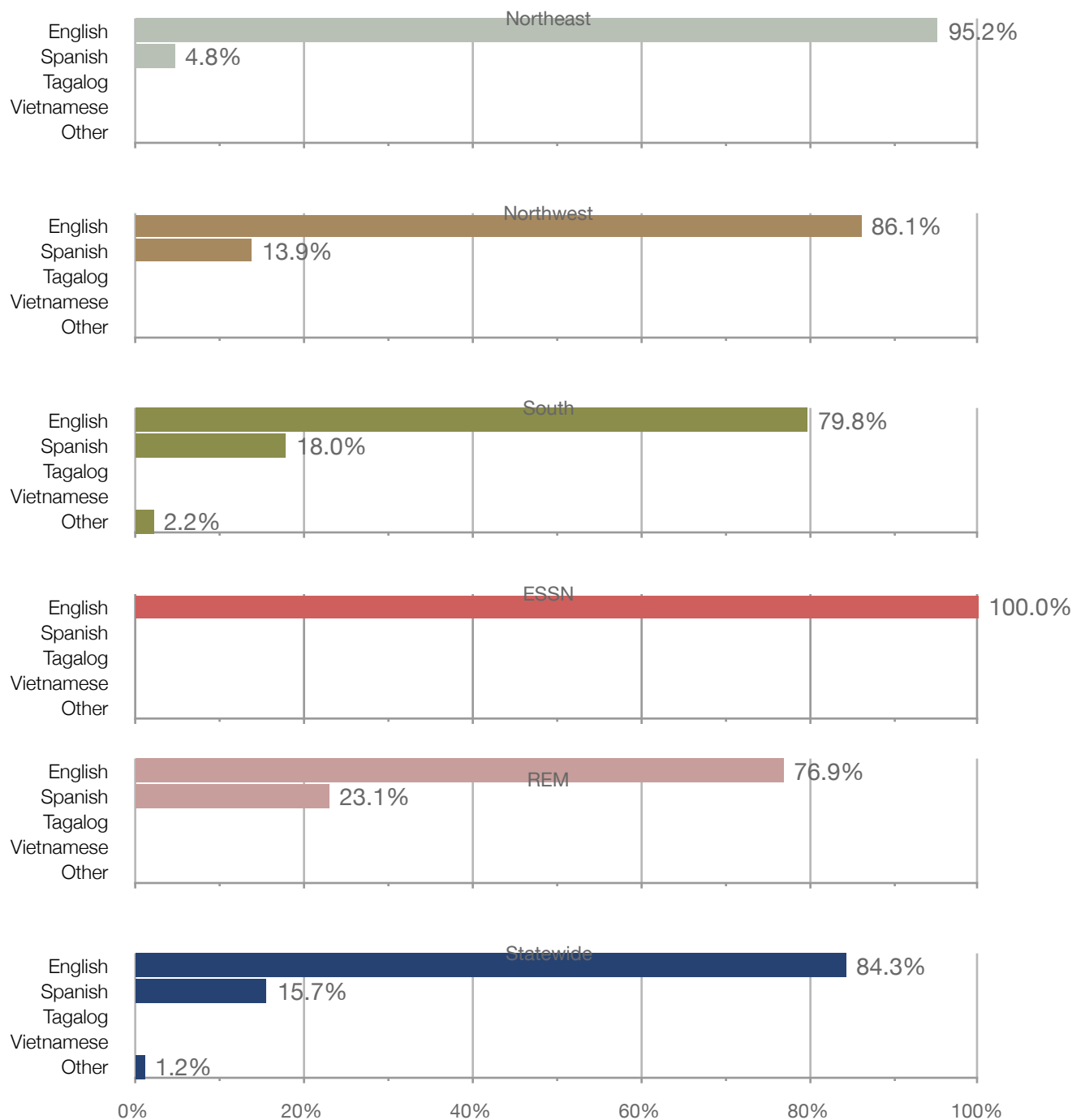
## Primary Language

	English	Spanish	Tagalog	Vietnamese	Other	Total
<b>Northeast</b>	76	7	0	0	0	83
<b>Northwest</b>	399	56	0	0	1	456
<b>South</b>	613	251	9	2	11	886
<b>ESSN</b>	25	2	1	0	1	29
<b>REM</b>	51	12	0	0	0	63
<b>Statewide</b>	<b>1164</b>	<b>328</b>	<b>10</b>	<b>2</b>	<b>13</b>	<b>1517</b>



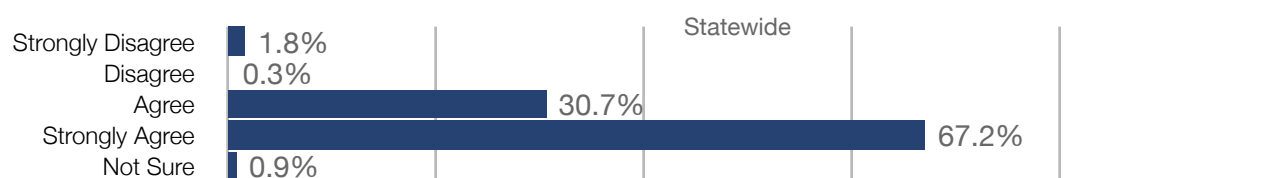
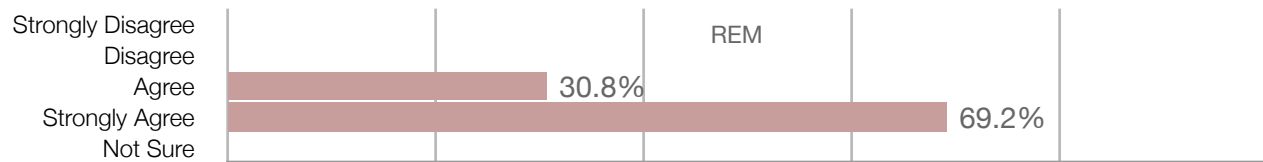
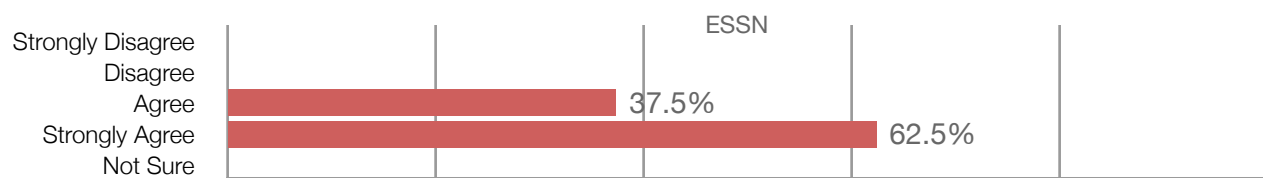
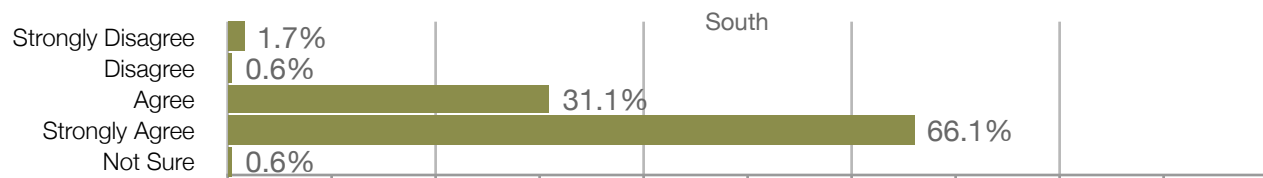
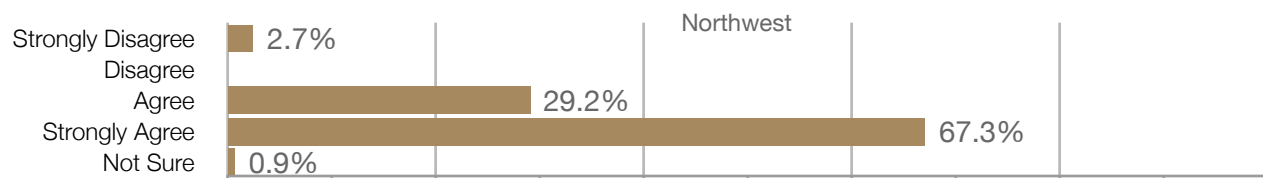
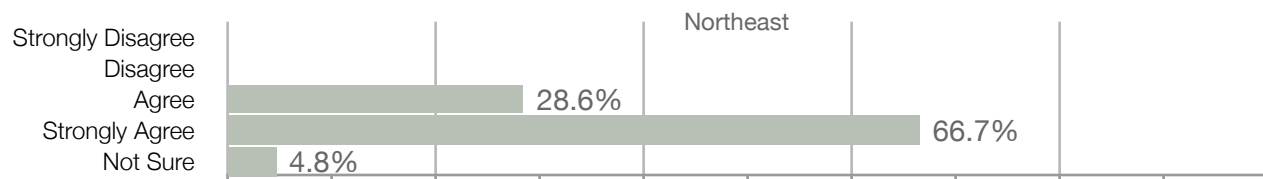
## Primary Language (Survey Responders)

	English	Spanish	Tagalog	Vietnamese	Other	Total
<b>Northeast</b>	20	1	0	0	0	21
<b>Northwest</b>	99	16	0	0	0	115
<b>South</b>	142	32	0	0	4	178
<b>ESSN</b>	8	0	0	0	0	8
<b>REM</b>	10	3	0	0	0	13
<b>Statewide</b>	<b>279</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>335</b>



## Q1: I understand my child's strengths and abilities.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	6	14	1	21
<b>Northwest</b>	3	0	33	76	1	113
<b>South</b>	3	1	55	117	1	177
<b>ESSN</b>	0	0	3	5	0	8
<b>REM</b>	0	0	4	9	0	13
<b>Statewide</b>	6	1	101	221	3	332

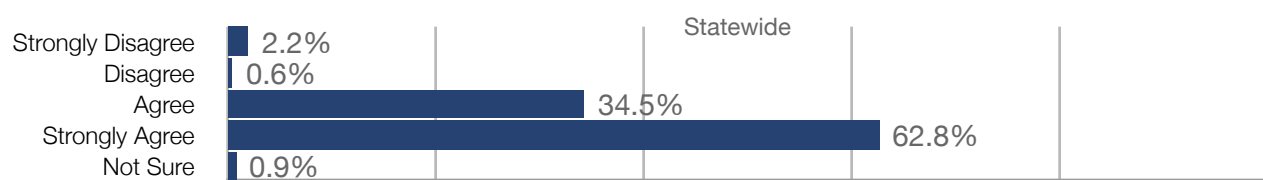
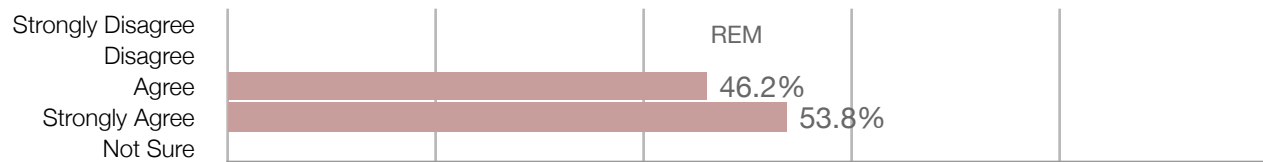
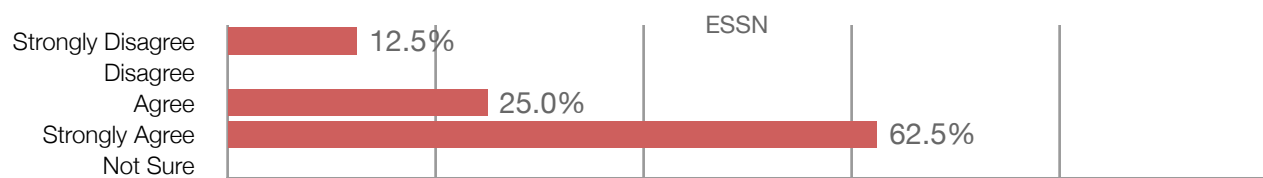
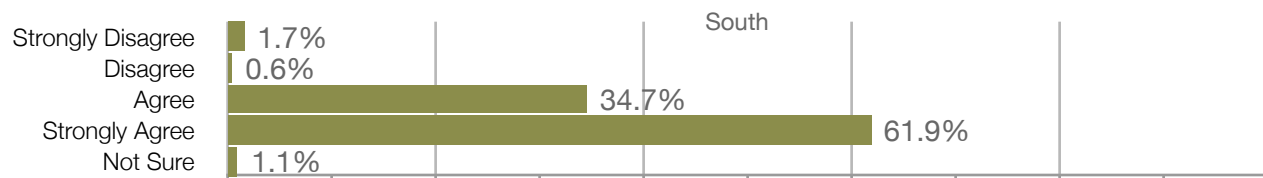
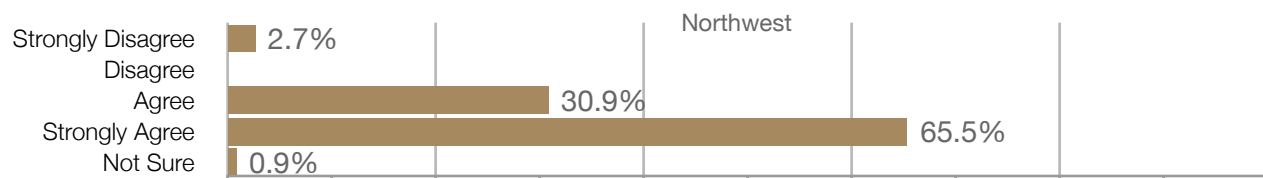
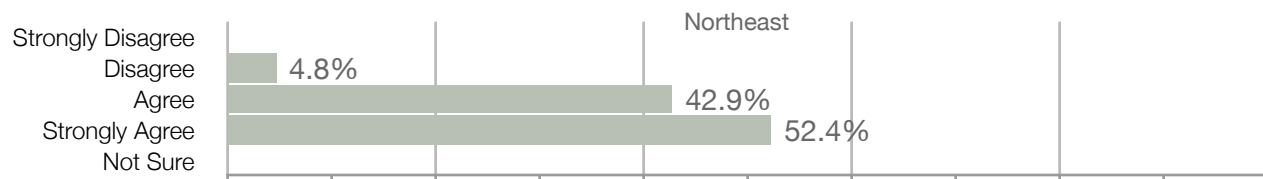


0% 20% 40% 60% 80% 100%



## Q2: I understand my child's special needs.

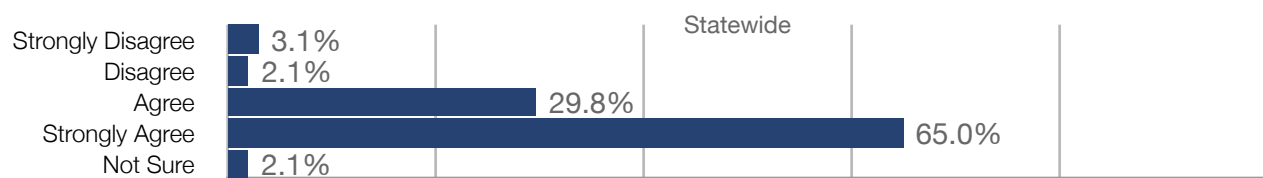
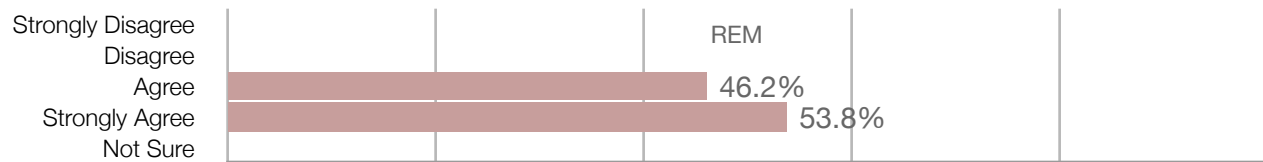
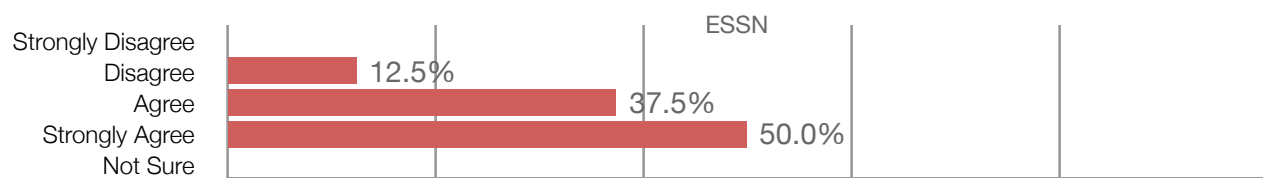
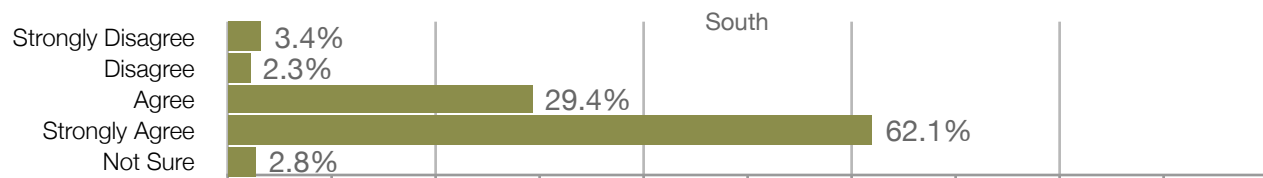
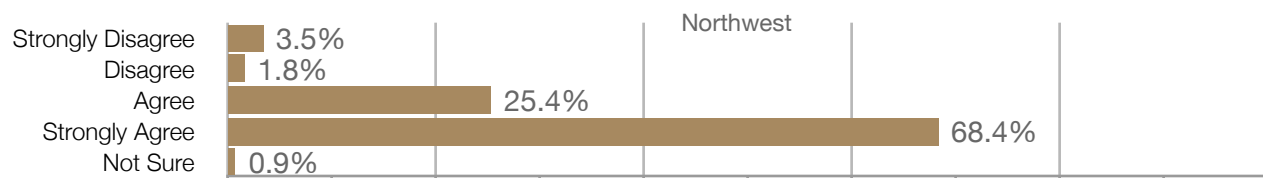
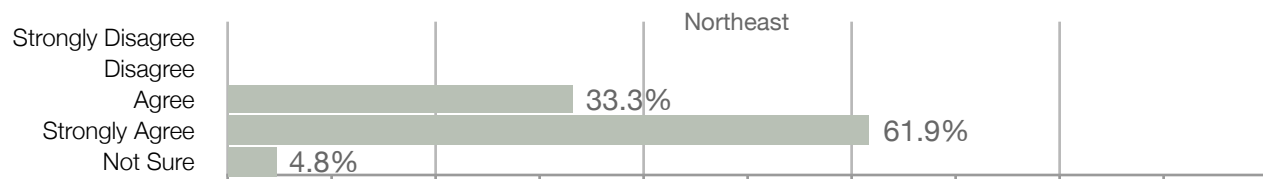
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	1	9	11	0	21
<b>Northwest</b>	3	0	34	72	1	110
<b>South</b>	3	1	61	109	2	176
<b>ESSN</b>	1	0	2	5	0	8
<b>REM</b>	0	0	6	7	0	13
<b>Statewide</b>	7	2	112	204	3	328



0% 20% 40% 60% 80% 100%

### Q3: I believe my child is benefiting from early intervention services.

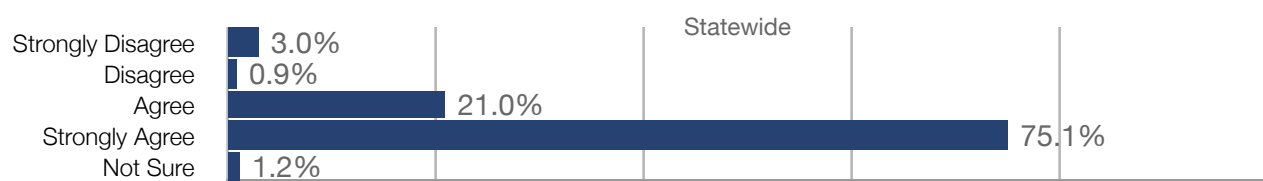
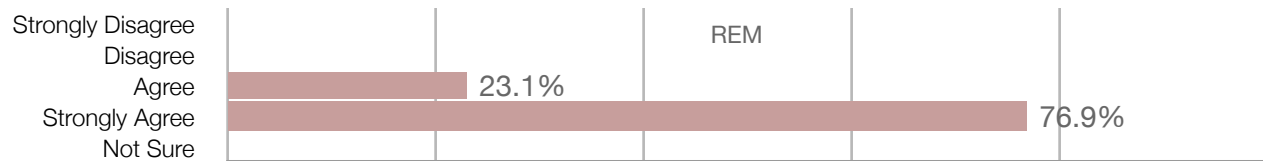
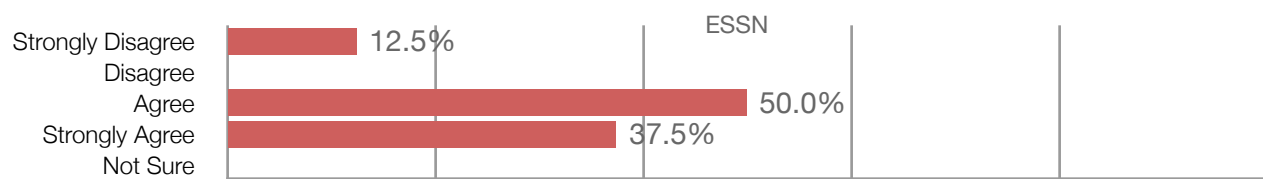
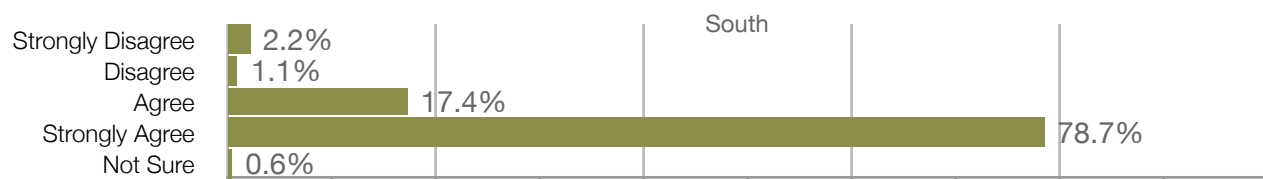
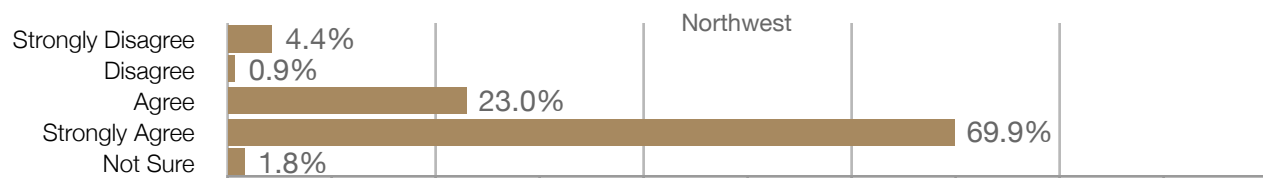
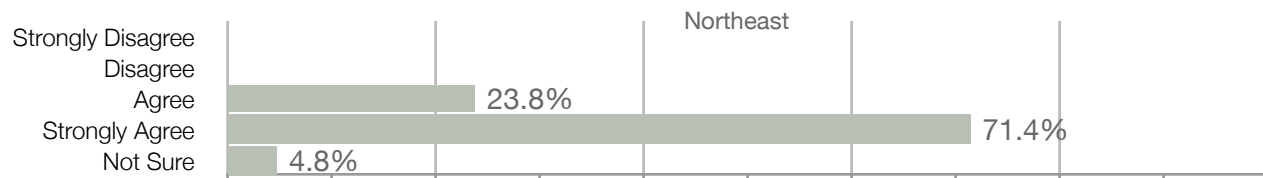
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	7	13	1	21
<b>Northwest</b>	4	2	29	78	1	114
<b>South</b>	6	4	52	110	5	177
<b>ESSN</b>	0	1	3	4	0	8
<b>REM</b>	0	0	6	7	0	13
<b>Statewide</b>	<b>10</b>	<b>7</b>	<b>97</b>	<b>212</b>	<b>7</b>	<b>333</b>



0% 20% 40% 60% 80% 100%

### Q4: My early intervention provider fully explained my parent rights.

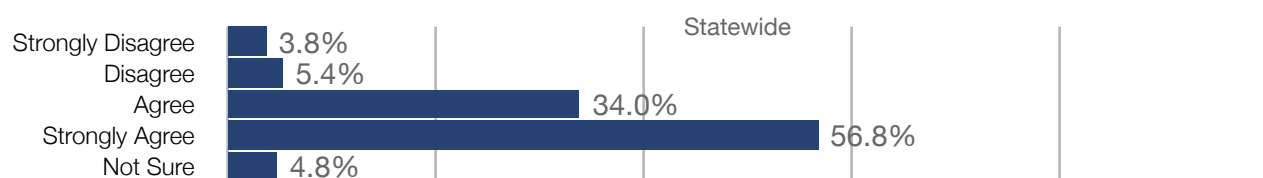
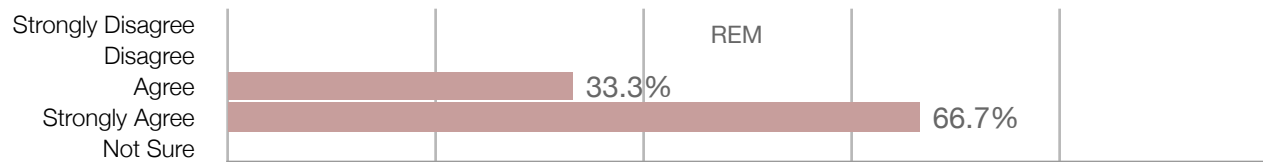
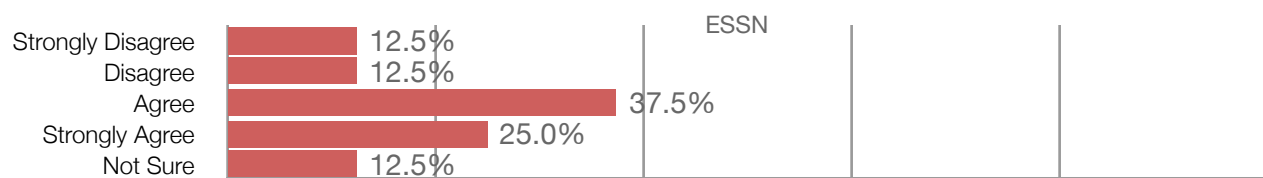
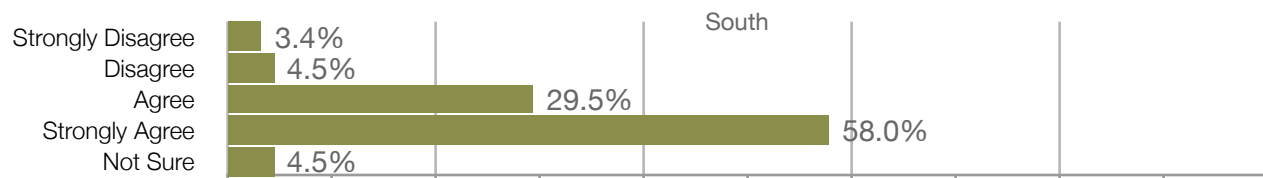
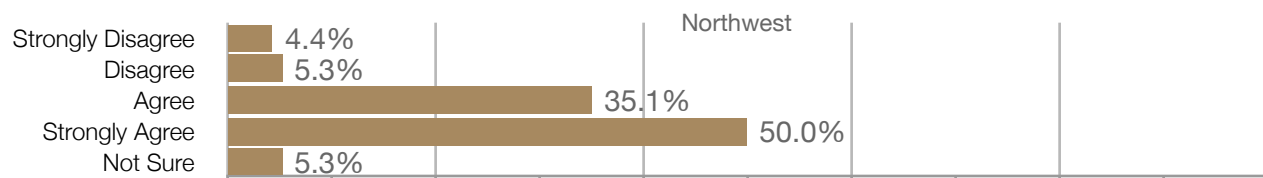
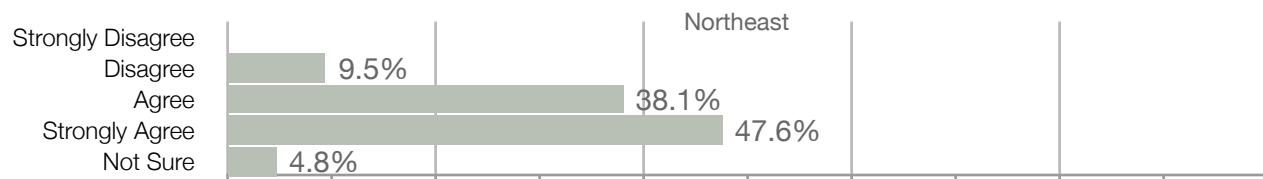
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	5	15	1	21
<b>Northwest</b>	5	1	26	79	2	113
<b>South</b>	4	2	31	140	1	178
<b>ESSN</b>	1	0	4	3	0	8
<b>REM</b>	0	0	3	10	0	13
<b>Statewide</b>	<b>10</b>	<b>3</b>	<b>69</b>	<b>247</b>	<b>4</b>	<b>333</b>



0% 20% 40% 60% 80% 100%

### Q5: I know how to use my rights if I have concerns about my child's services.

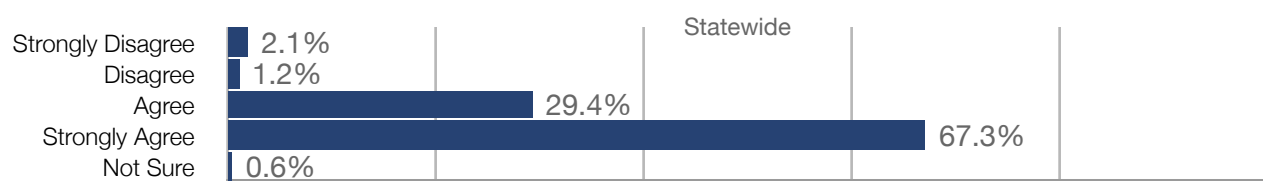
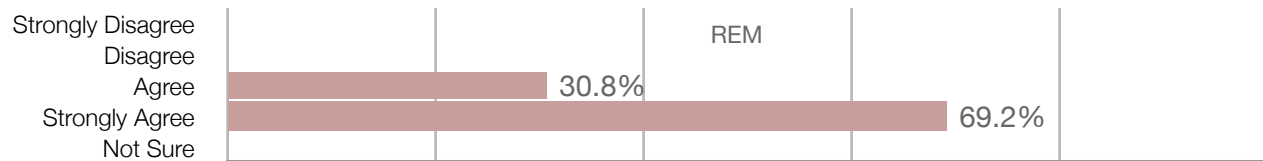
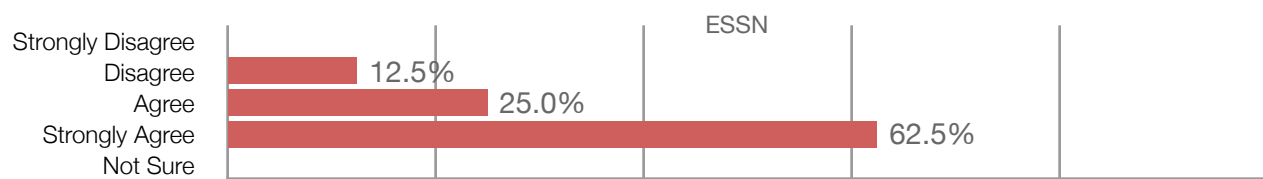
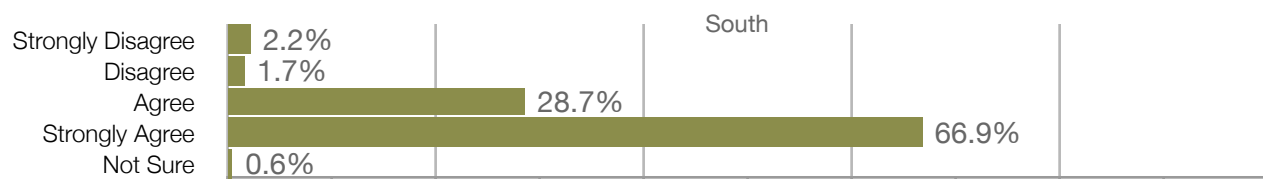
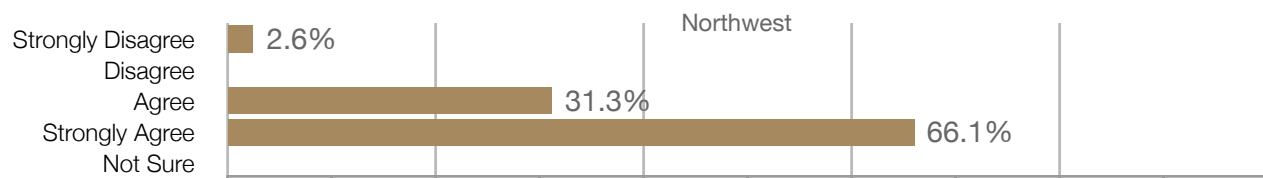
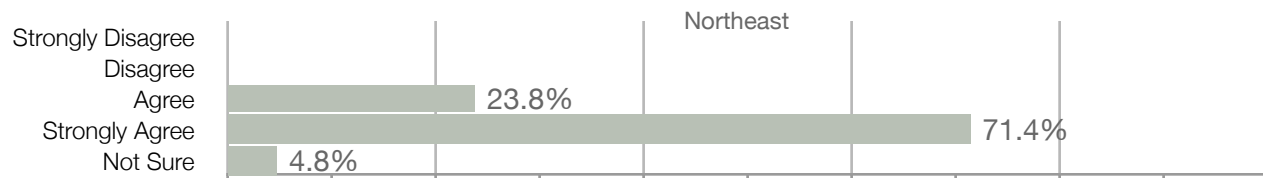
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	2	8	10	1	21
<b>Northwest</b>	5	6	40	57	6	114
<b>South</b>	6	8	52	102	8	176
<b>ESSN</b>	1	1	3	2	1	8
<b>REM</b>	0	0	4	8	0	12
<b>Statewide</b>	<b>12</b>	<b>17</b>	<b>107</b>	<b>179</b>	<b>16</b>	<b>331</b>



0% 20% 40% 60% 80% 100%

## Q6: I feel part of the early intervention team when we discuss my child's needs.

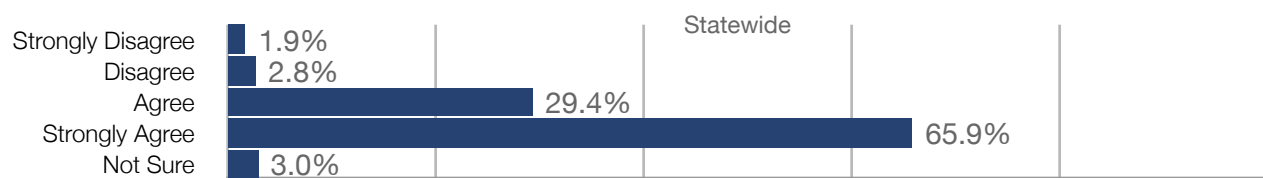
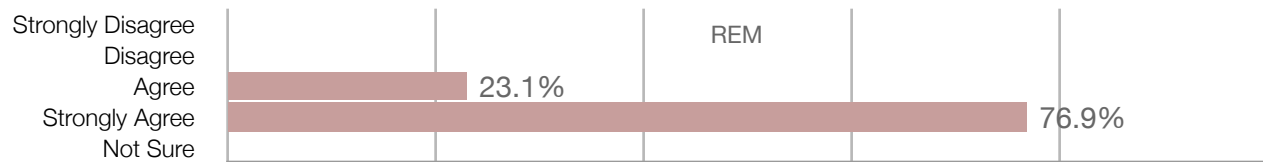
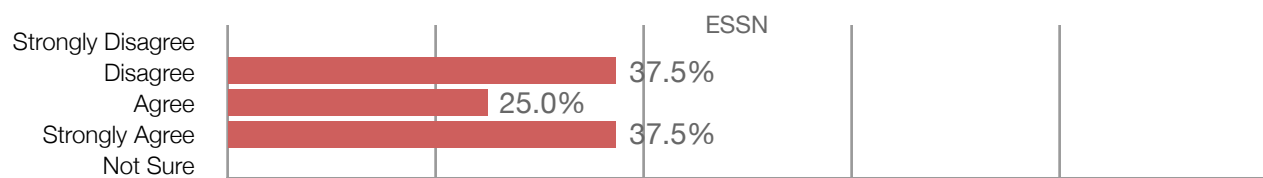
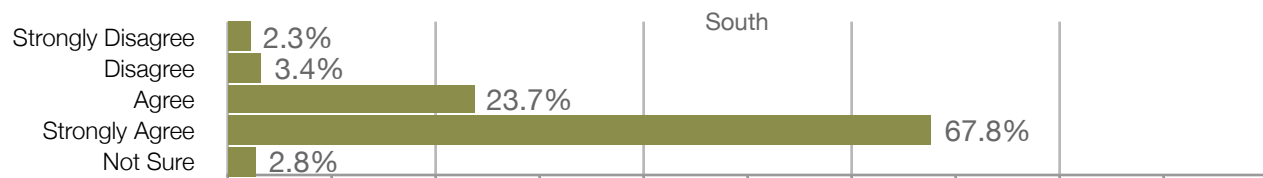
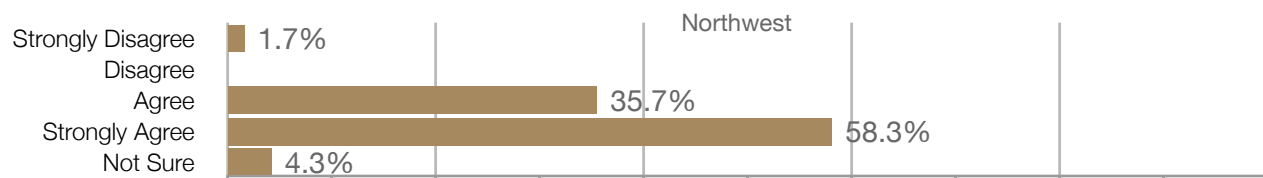
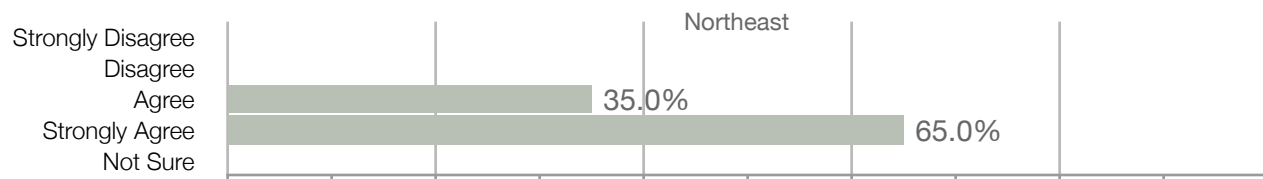
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	5	15	1	21
<b>Northwest</b>	3	0	36	76	0	115
<b>South</b>	4	3	51	119	1	178
<b>ESSN</b>	0	1	2	5	0	8
<b>REM</b>	0	0	4	9	0	13
<b>Statewide</b>	7	4	98	224	2	335



0% 20% 40% 60% 80% 100%

**Q7: I know who to contact if I have questions or concerns about the supports and services we are receiving.**

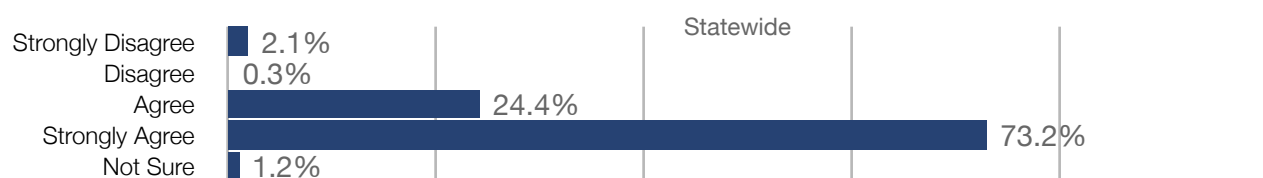
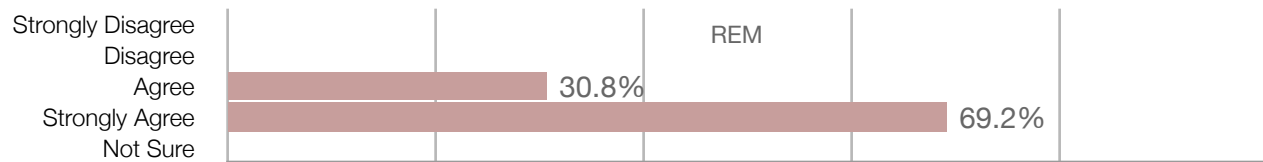
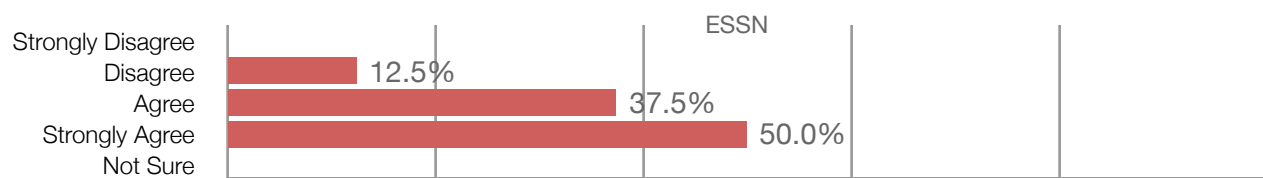
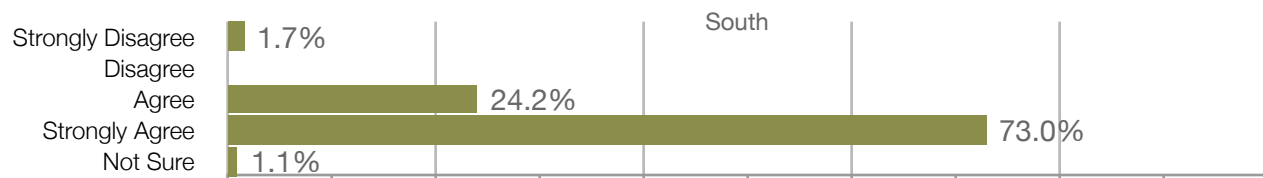
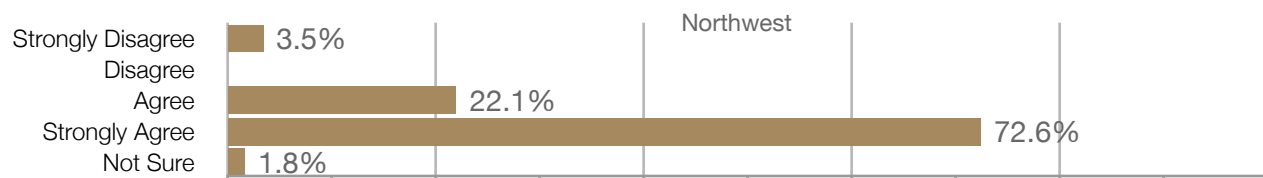
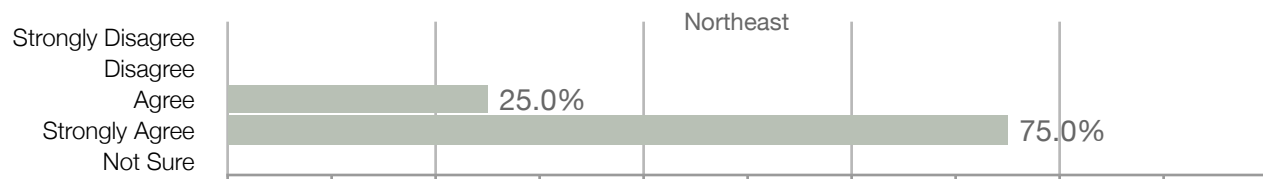
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	7	13	0	20
<b>Northwest</b>	2	0	41	67	5	115
<b>South</b>	4	6	42	120	5	177
<b>ESSN</b>	0	3	2	3	0	8
<b>REM</b>	0	0	3	10	0	13
<b>Statewide</b>	6	9	95	213	10	333



0% 20% 40% 60% 80% 100%

### Q8: My service providers respect and value my culture, language, and individual preferences.

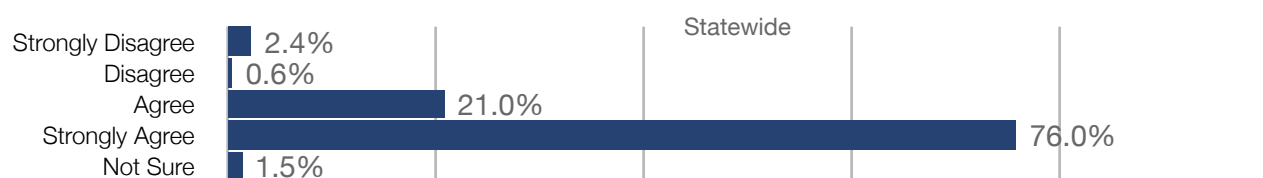
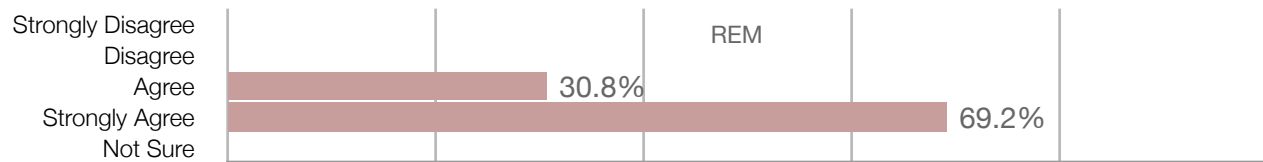
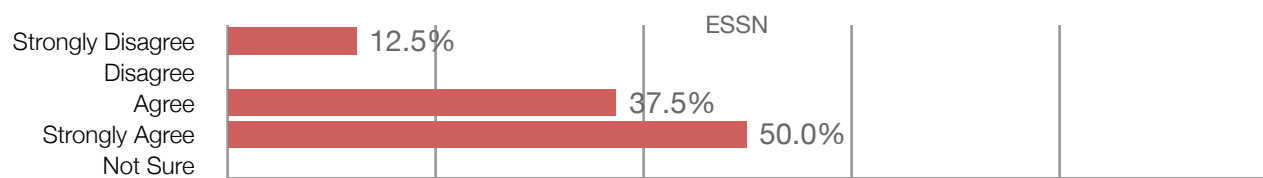
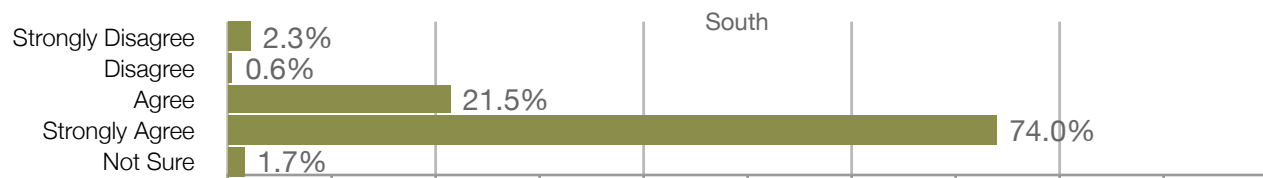
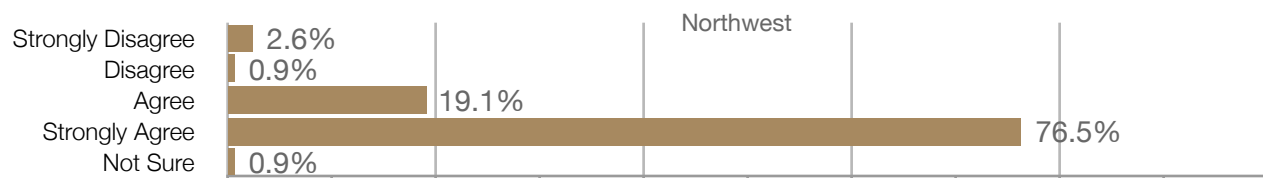
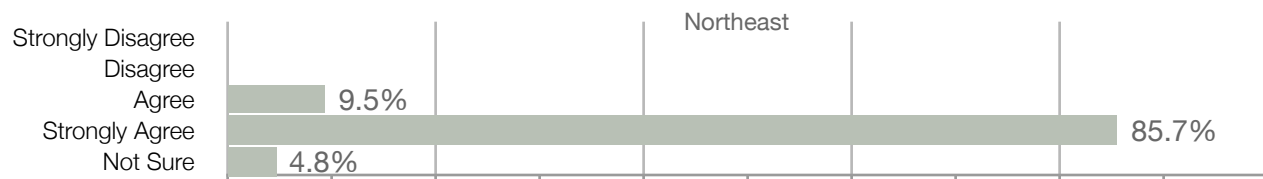
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	5	15	0	20
<b>Northwest</b>	4	0	25	82	2	113
<b>South</b>	3	0	43	130	2	178
<b>ESSN</b>	0	1	3	4	0	8
<b>REM</b>	0	0	4	9	0	13
<b>Statewide</b>	7	1	80	240	4	332



0% 20% 40% 60% 80% 100%

### Q9: I have a key role in all decisions related to services for my child and family.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	2	18	1	21
<b>Northwest</b>	3	1	22	88	1	115
<b>South</b>	4	1	38	131	3	177
<b>ESSN</b>	1	0	3	4	0	8
<b>REM</b>	0	0	4	9	0	13
<b>Statewide</b>	8	2	69	250	5	334

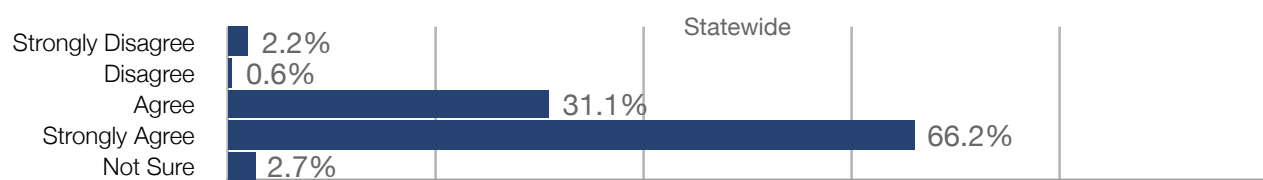
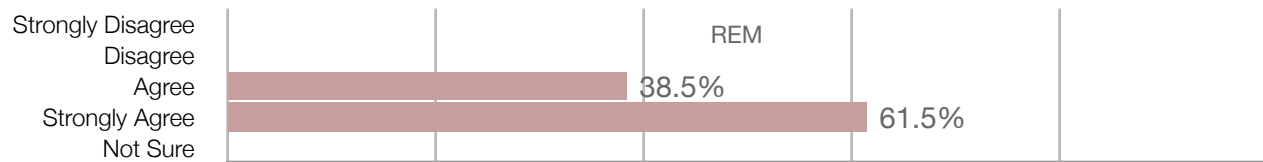
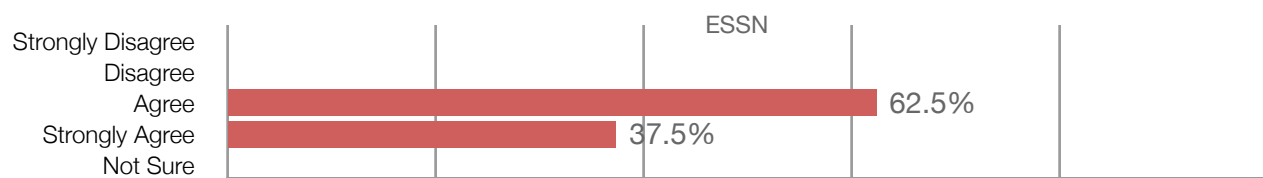
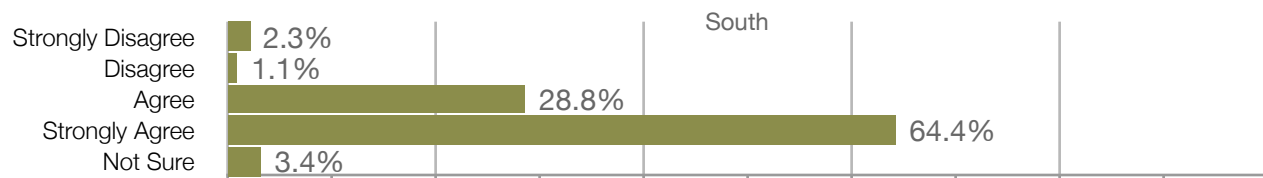
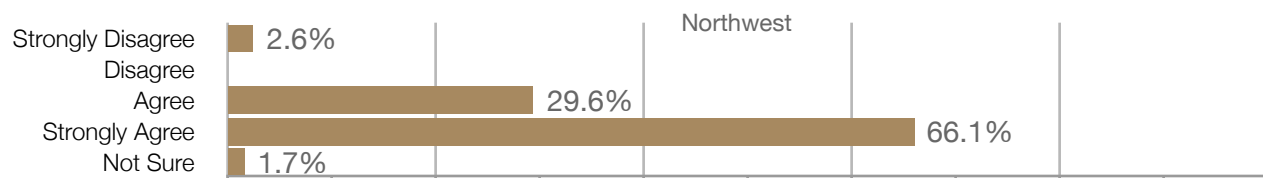
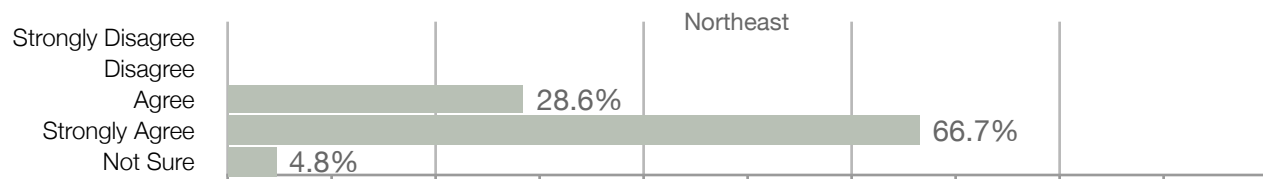


0% 20% 40% 60% 80% 100%



**Q10: I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.**

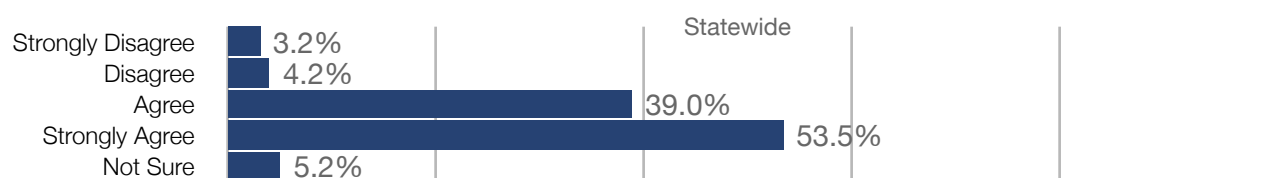
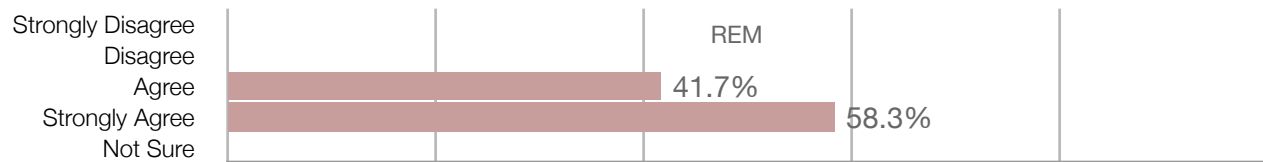
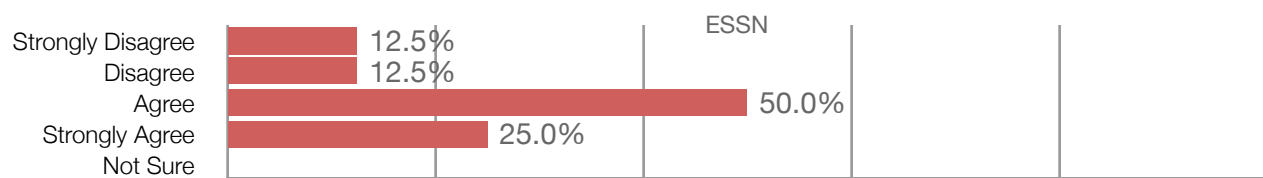
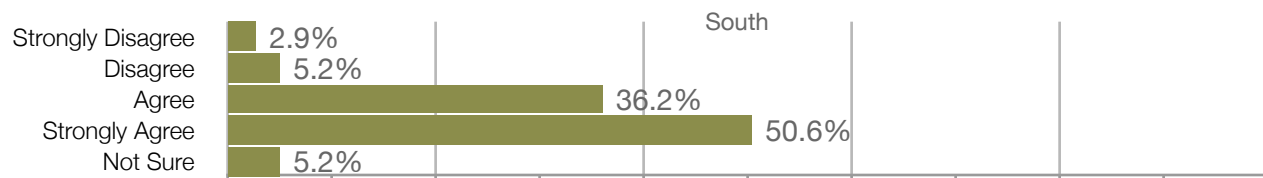
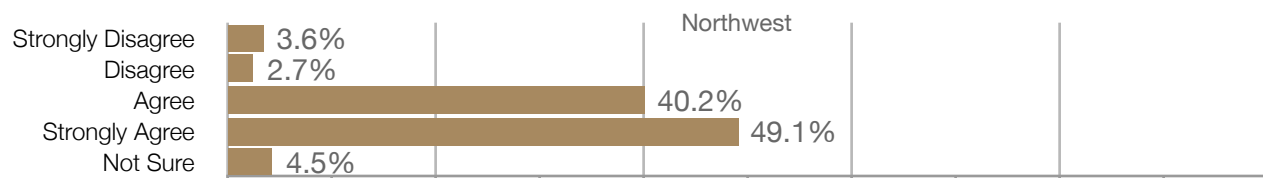
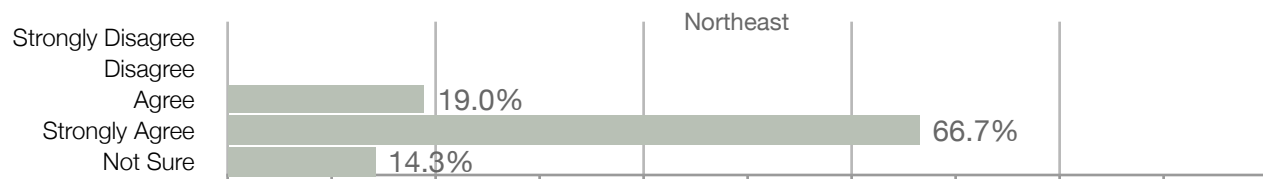
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	6	14	1	21
<b>Northwest</b>	3	0	34	76	2	115
<b>South</b>	4	2	51	114	6	177
<b>ESSN</b>	0	0	5	3	0	8
<b>REM</b>	0	0	5	8	0	13
<b>Statewide</b>	<b>7</b>	<b>2</b>	<b>101</b>	<b>215</b>	<b>9</b>	<b>334</b>



0% 20% 40% 60% 80% 100%

**Q11: If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.**

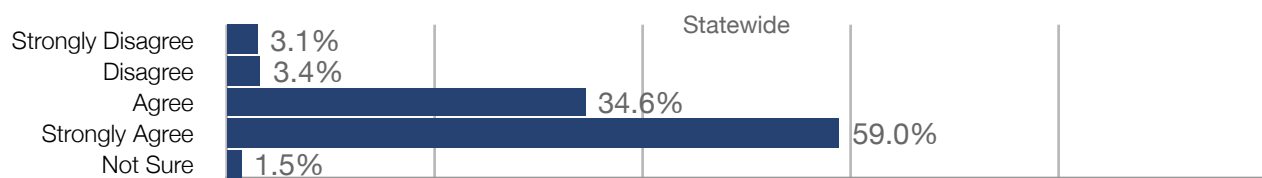
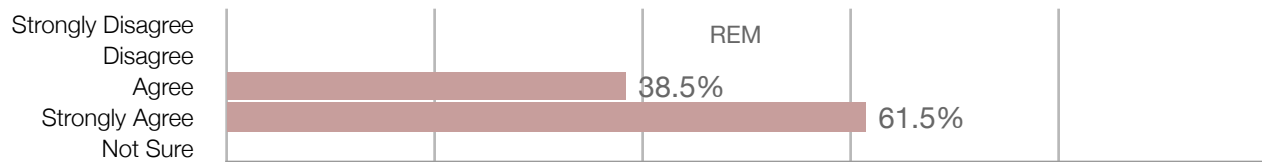
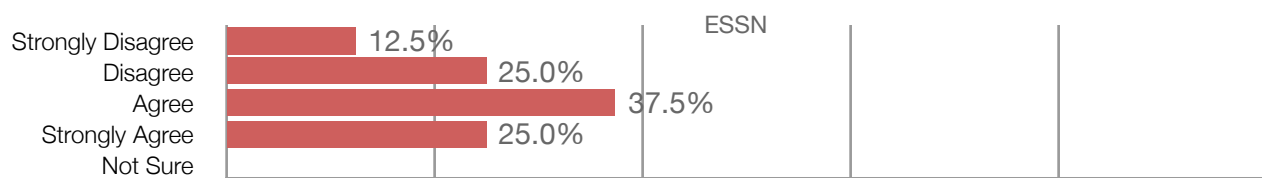
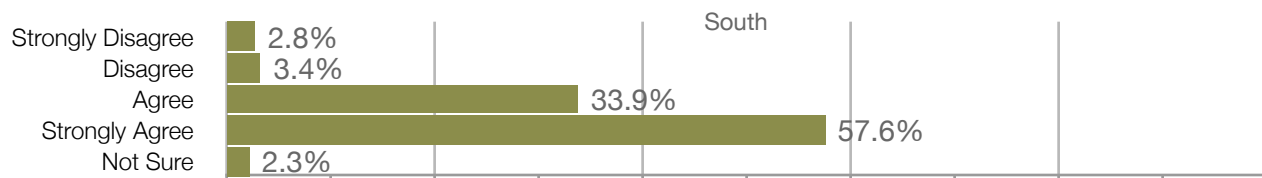
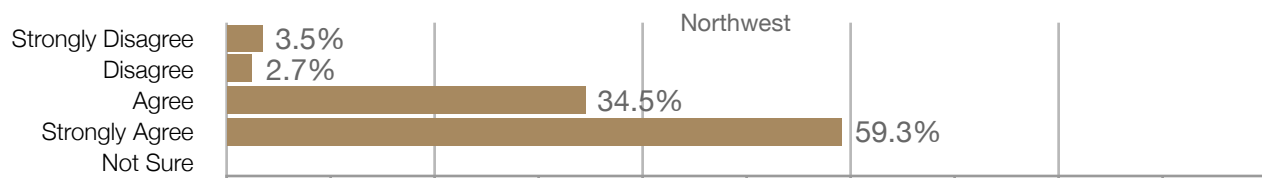
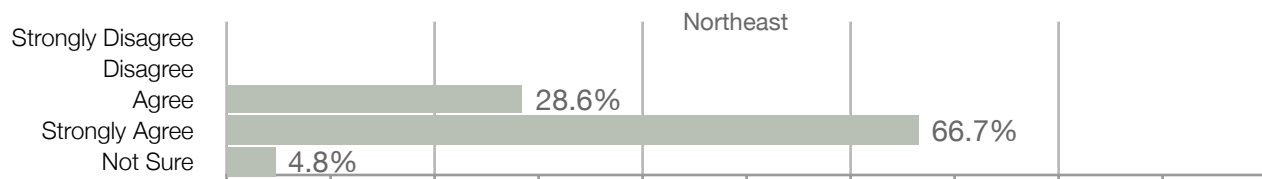
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	4	14	3	21
<b>Northwest</b>	4	3	45	55	5	112
<b>South</b>	5	9	63	88	9	174
<b>ESSN</b>	1	1	4	2	0	8
<b>REM</b>	0	0	5	7	0	12
<b>Statewide</b>	<b>10</b>	<b>13</b>	<b>121</b>	<b>166</b>	<b>17</b>	<b>327</b>



0% 20% 40% 60% 80% 100%

## Q12: My service providers help me get the services and supports my child and family needs.

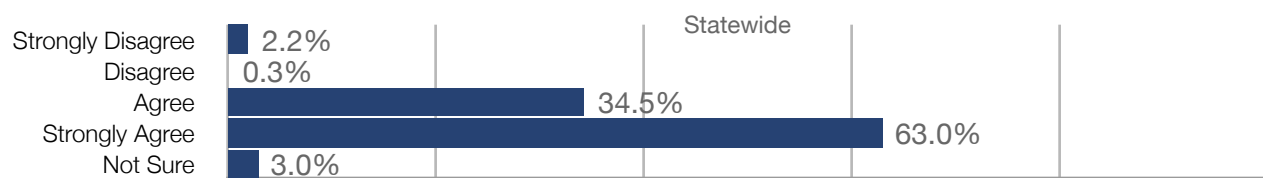
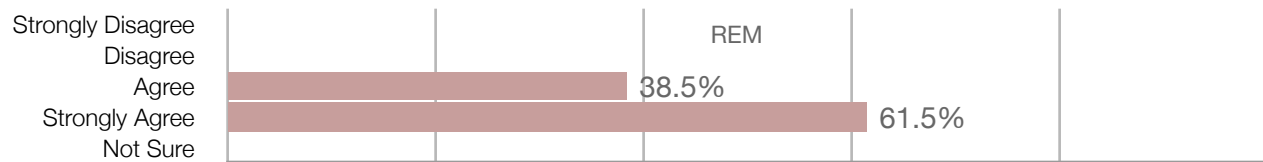
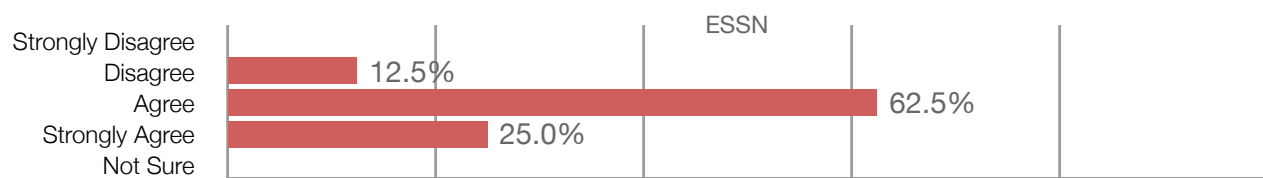
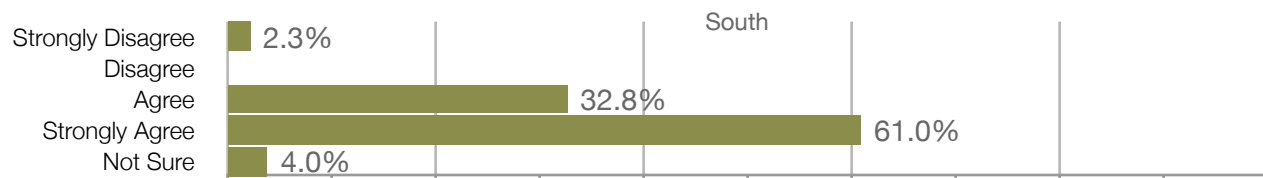
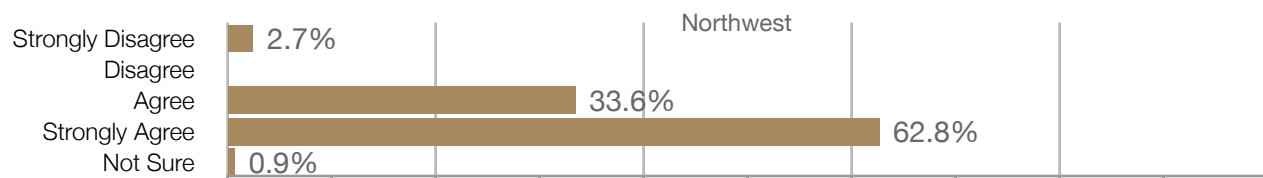
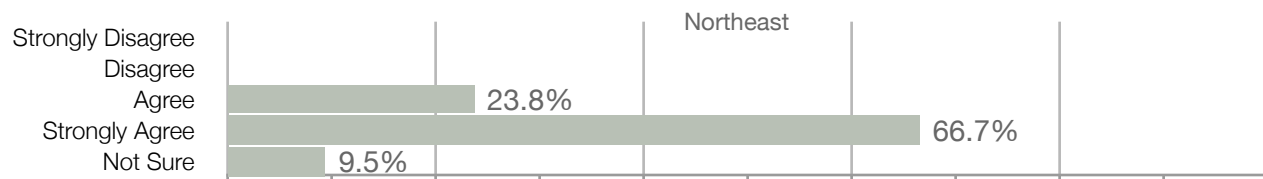
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	6	14	1	21
<b>Northwest</b>	4	3	39	67	0	113
<b>South</b>	5	6	60	102	4	177
<b>ESSN</b>	1	2	3	2	0	8
<b>REM</b>	0	0	5	8	0	13
<b>Statewide</b>	<b>10</b>	<b>11</b>	<b>113</b>	<b>193</b>	<b>5</b>	<b>332</b>



0% 20% 40% 60% 80% 100%

**Q13: I understand that our IFSP can be revised when I have concerns about my child's or family's needs.**

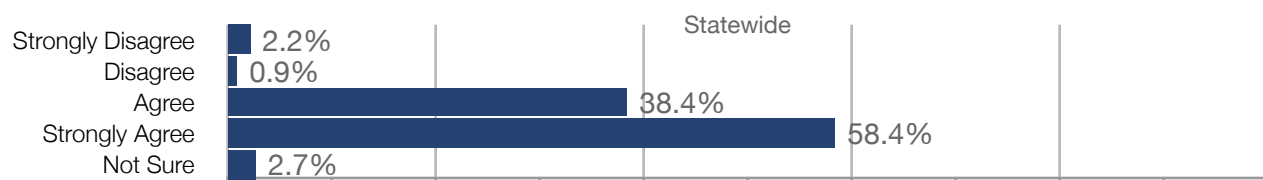
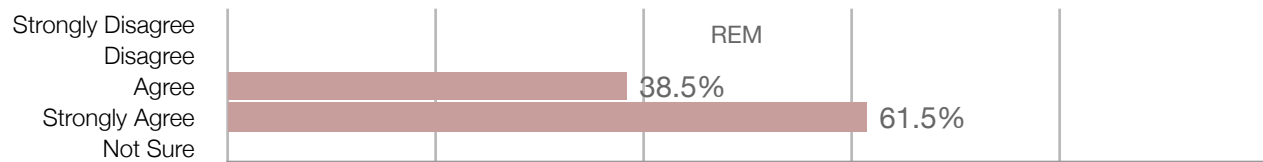
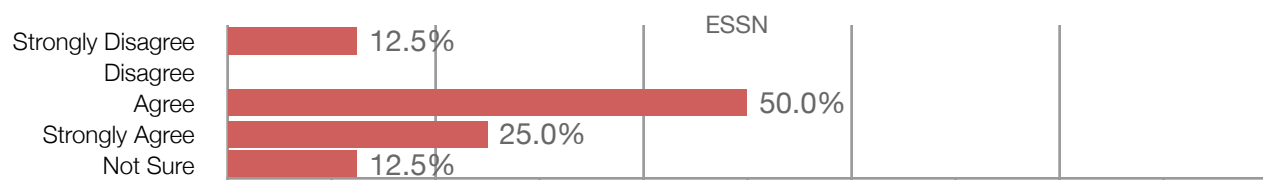
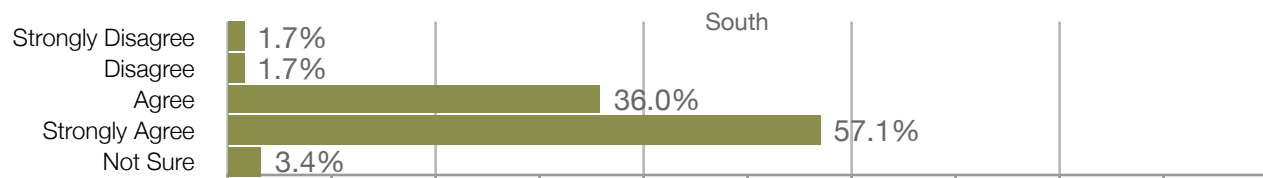
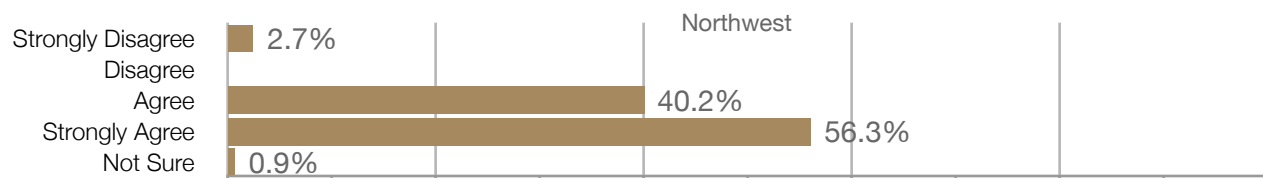
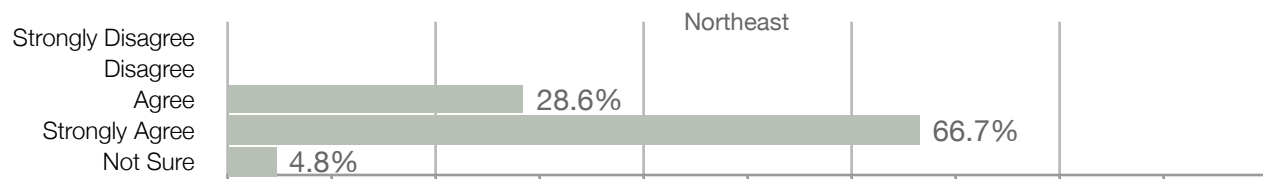
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	5	14	2	21
<b>Northwest</b>	3	0	38	71	1	113
<b>South</b>	4	0	58	108	7	177
<b>ESSN</b>	0	1	5	2	0	8
<b>REM</b>	0	0	5	8	0	13
<b>Statewide</b>	7	1	111	203	10	332



0% 20% 40% 60% 80% 100%

### Q14: My family's daily routines are used to support my child's services.

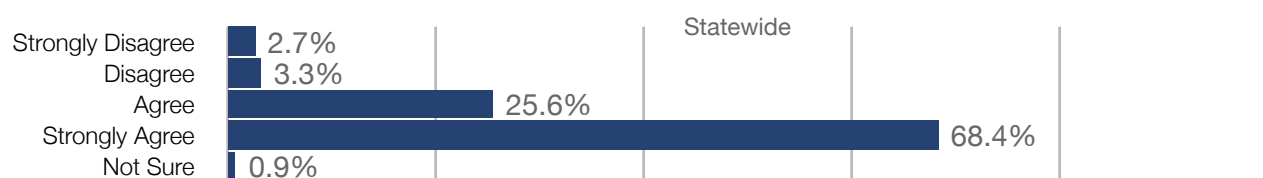
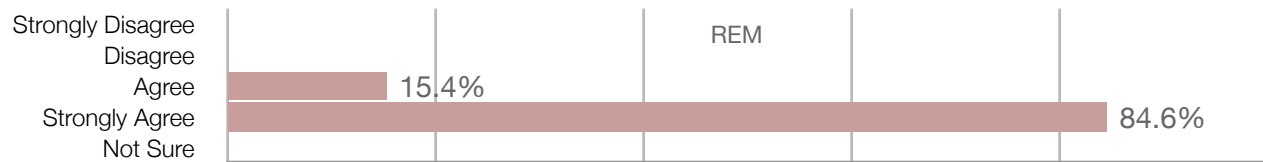
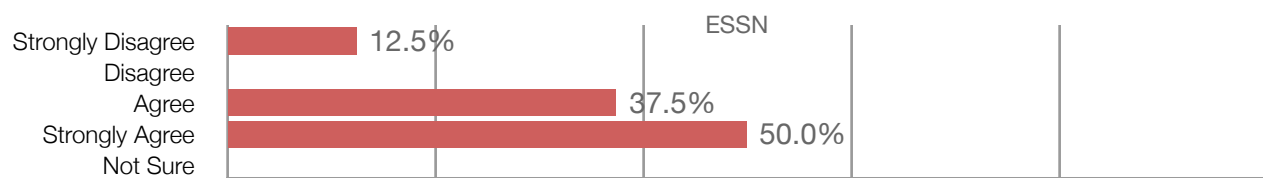
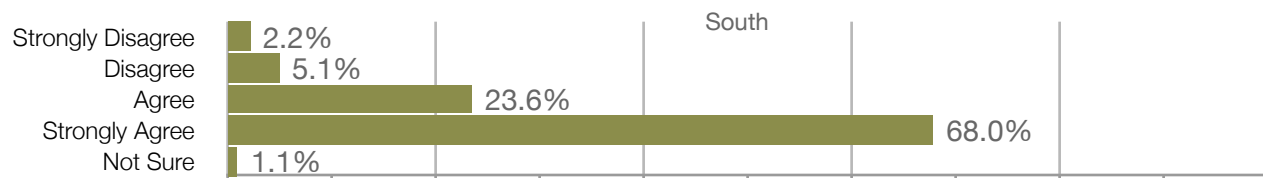
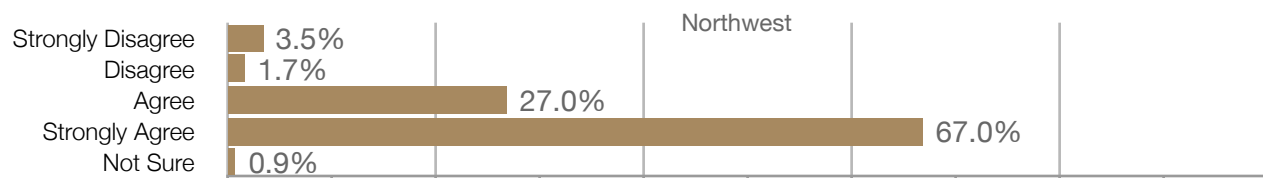
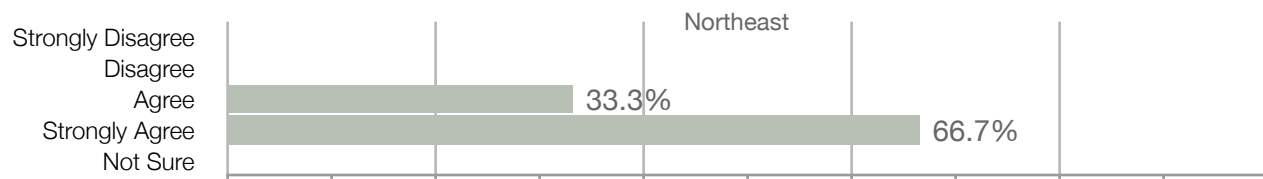
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	6	14	1	21
<b>Northwest</b>	3	0	45	63	1	112
<b>South</b>	3	3	63	100	6	175
<b>ESSN</b>	1	0	4	2	1	8
<b>REM</b>	0	0	5	8	0	13
<b>Statewide</b>	7	3	123	187	9	329



0% 20% 40% 60% 80% 100%

### Q15: My service providers help me understand my child's development and progress.

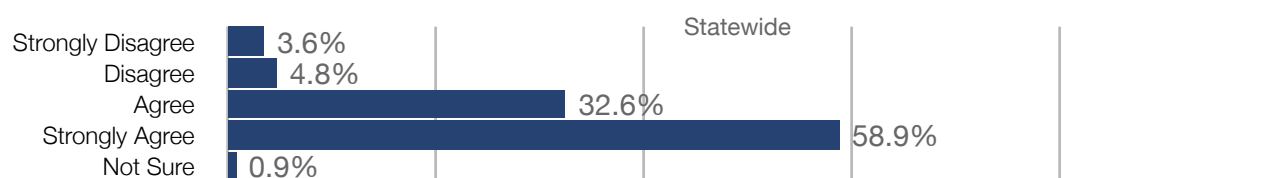
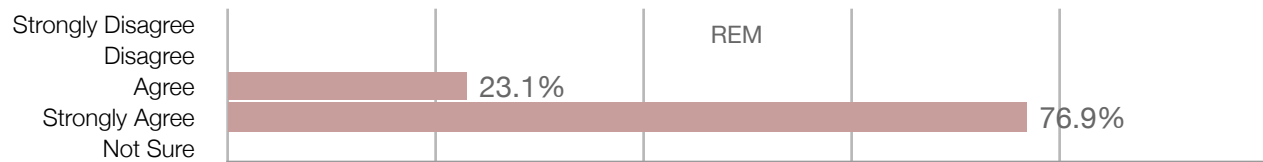
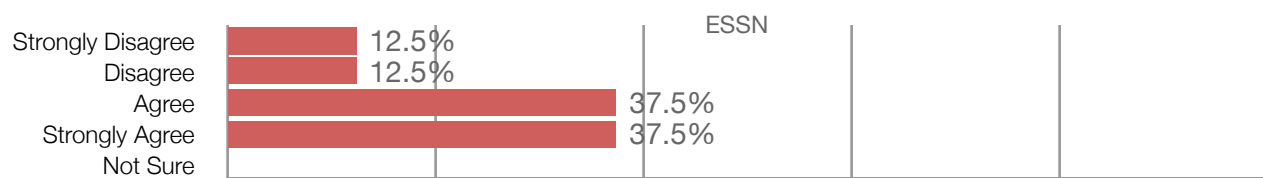
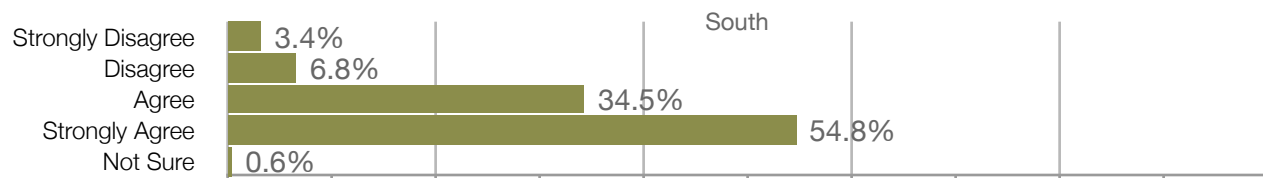
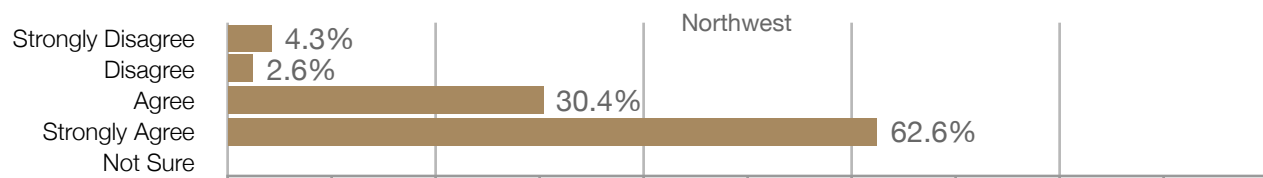
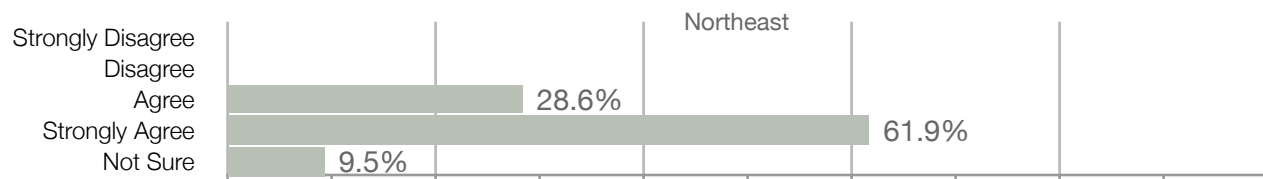
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	7	14	0	21
<b>Northwest</b>	4	2	31	77	1	115
<b>South</b>	4	9	42	121	2	178
<b>ESSN</b>	1	0	3	4	0	8
<b>REM</b>	0	0	2	11	0	13
<b>Statewide</b>	<b>9</b>	<b>11</b>	<b>85</b>	<b>227</b>	<b>3</b>	<b>335</b>



0% 20% 40% 60% 80% 100%

## Q16: The supports and services we receive help meet our child's developmental needs.

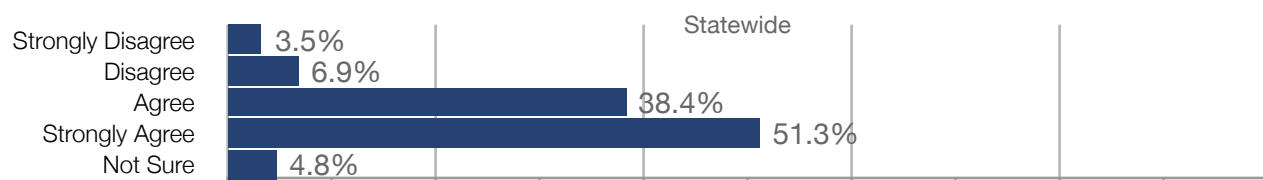
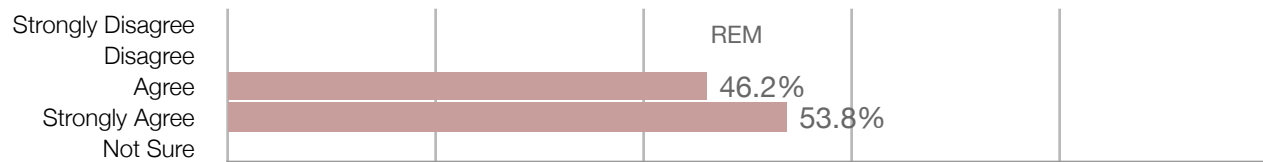
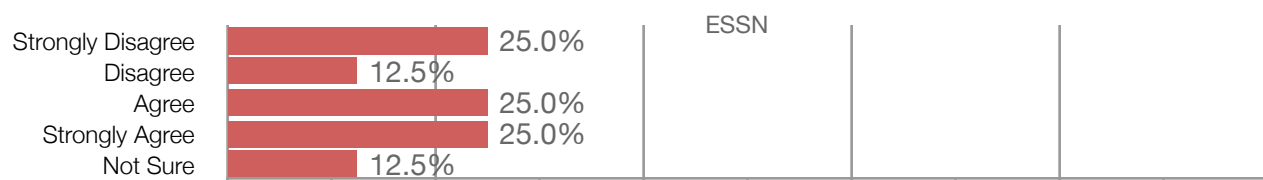
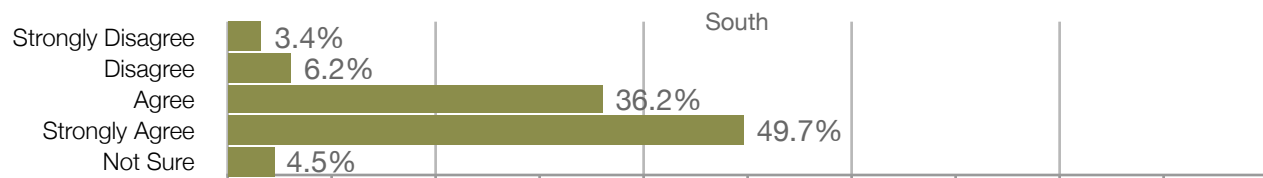
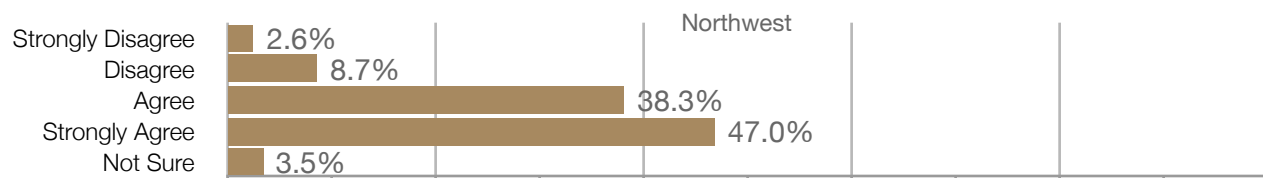
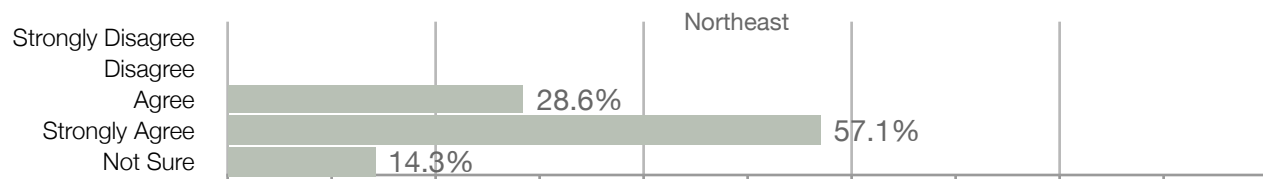
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	6	13	2	21
<b>Northwest</b>	5	3	35	72	0	115
<b>South</b>	6	12	61	97	1	177
<b>ESSN</b>	1	1	3	3	0	8
<b>REM</b>	0	0	3	10	0	13
<b>Statewide</b>	<b>12</b>	<b>16</b>	<b>108</b>	<b>195</b>	<b>3</b>	<b>334</b>



0% 20% 40% 60% 80% 100%

### Q17: My service provides offer me information about how to access community resources.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	6	12	3	21
<b>Northwest</b>	3	10	44	54	4	115
<b>South</b>	6	11	64	88	8	177
<b>ESSN</b>	2	1	2	2	1	8
<b>REM</b>	0	0	6	7	0	13
<b>Statewide</b>	<b>11</b>	<b>22</b>	<b>122</b>	<b>163</b>	<b>16</b>	<b>334</b>

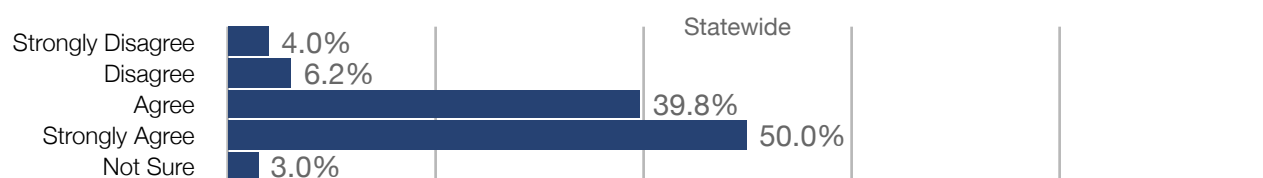
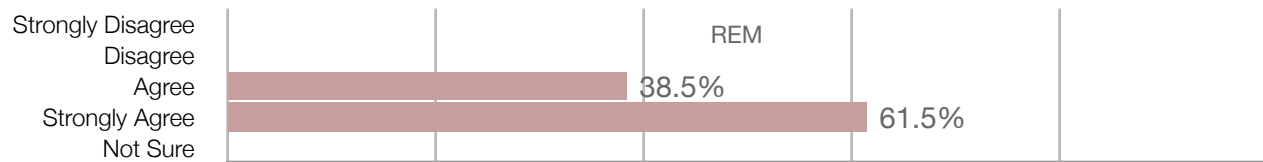
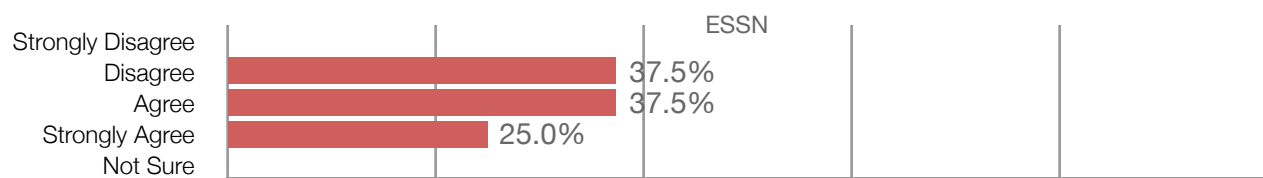
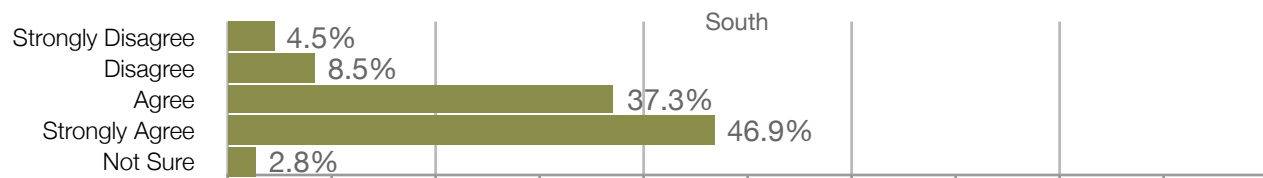
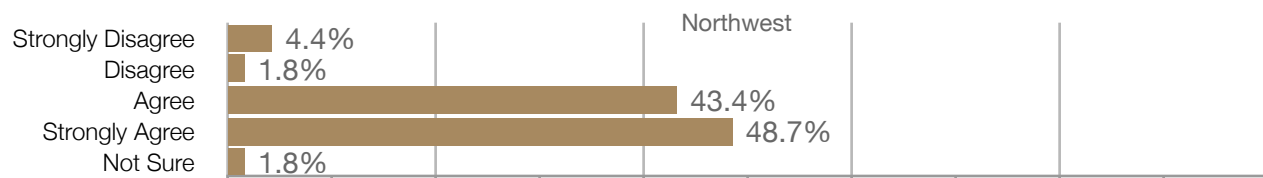
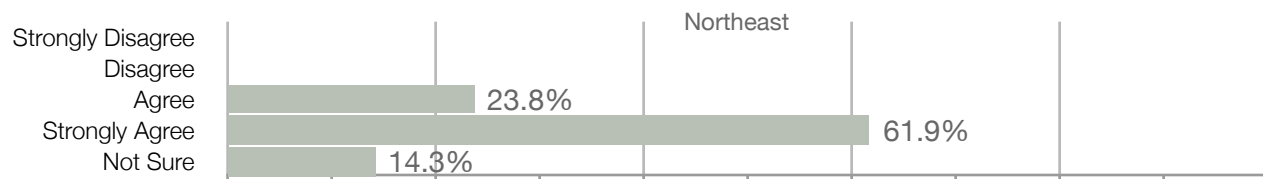


0% 20% 40% 60% 80% 100%



### Q18: The services and supports described in our IFSP are provided in a timely manner.

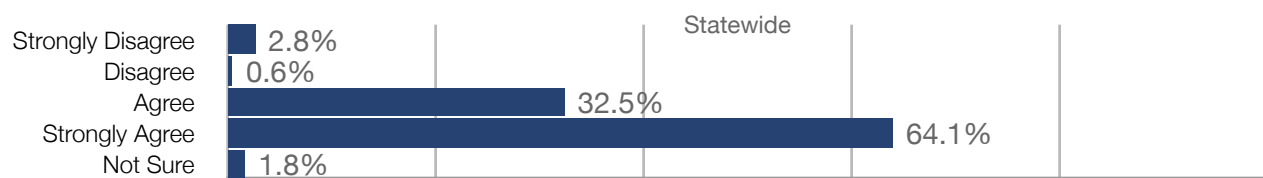
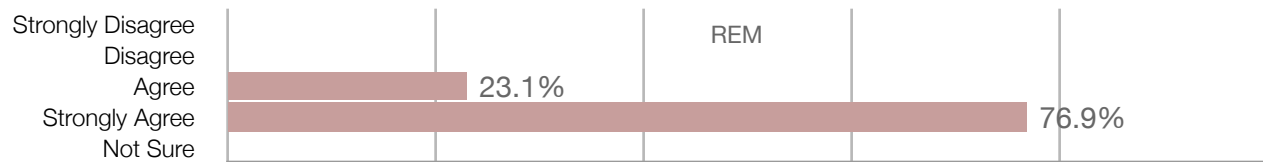
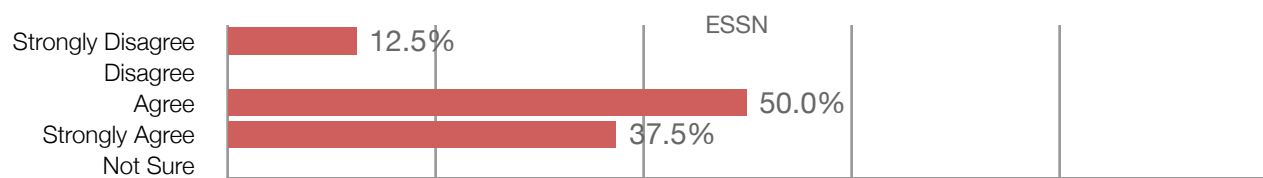
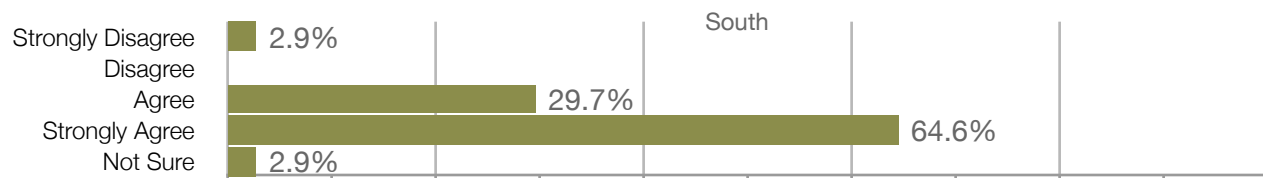
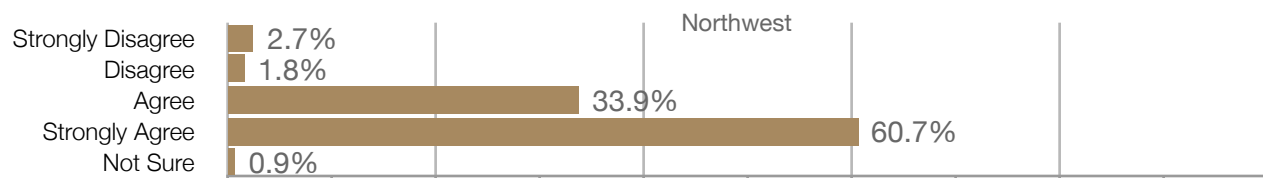
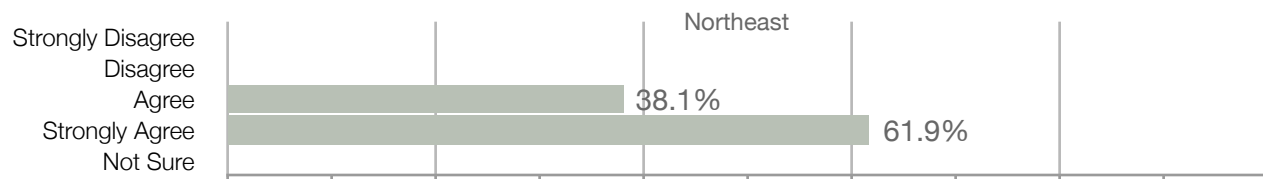
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	5	13	3	21
<b>Northwest</b>	5	2	49	55	2	113
<b>South</b>	8	15	66	83	5	177
<b>ESSN</b>	0	3	3	2	0	8
<b>REM</b>	0	0	5	8	0	13
<b>Statewide</b>	<b>13</b>	<b>20</b>	<b>128</b>	<b>161</b>	<b>10</b>	<b>332</b>



0% 20% 40% 60% 80% 100%

## Q19: I gained confidence in caring for my child.

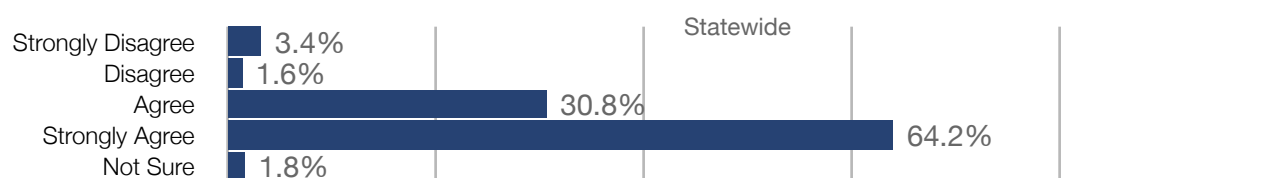
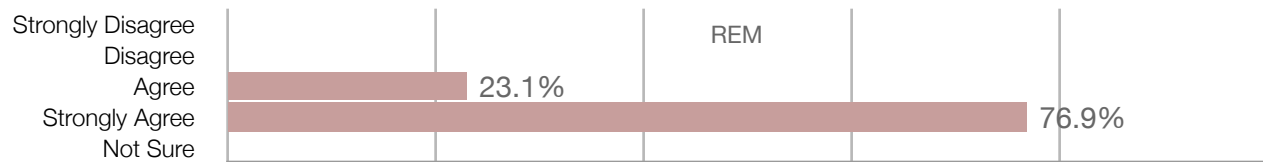
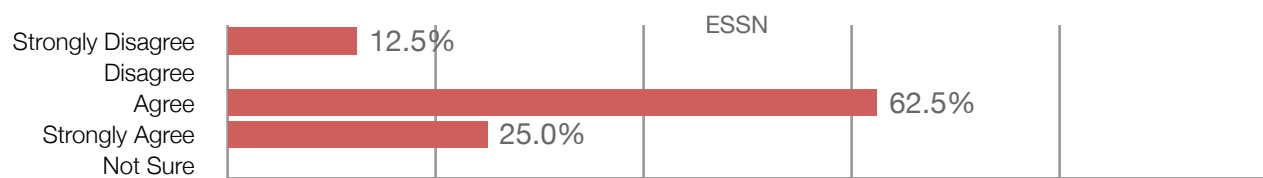
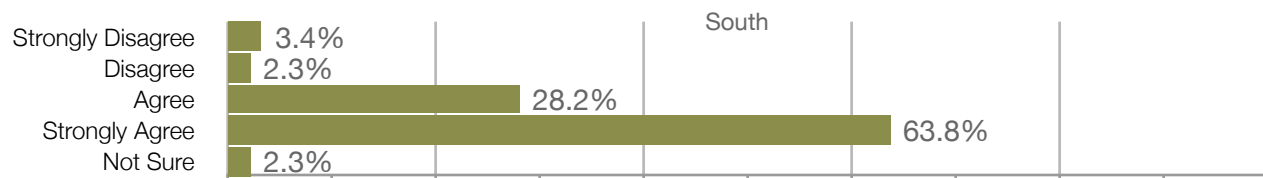
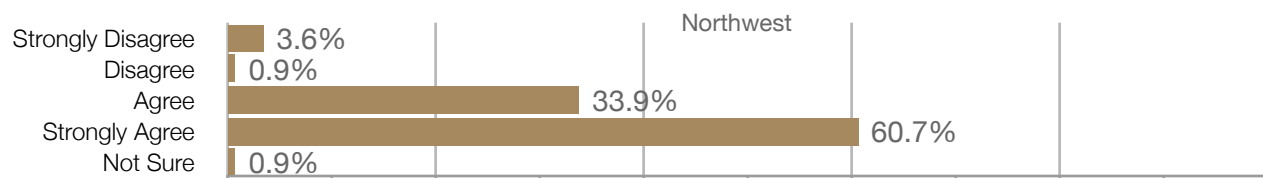
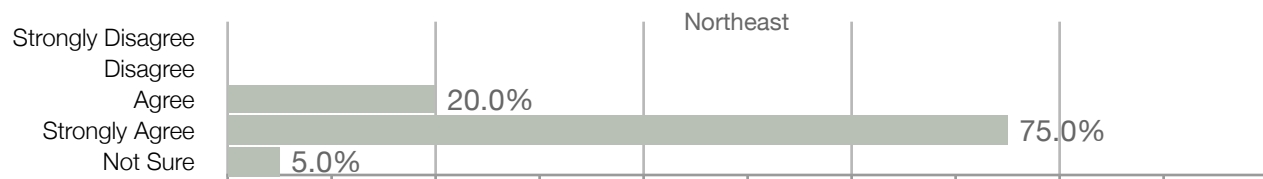
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	8	13	0	21
<b>Northwest</b>	3	2	38	68	1	112
<b>South</b>	5	0	52	113	5	175
<b>ESSN</b>	1	0	4	3	0	8
<b>REM</b>	0	0	3	10	0	13
<b>Statewide</b>	9	2	105	207	6	329



0% 20% 40% 60% 80% 100%

## Q20: Early Intervention supports and services have helped our child and family make progress toward IFSP outcomes.

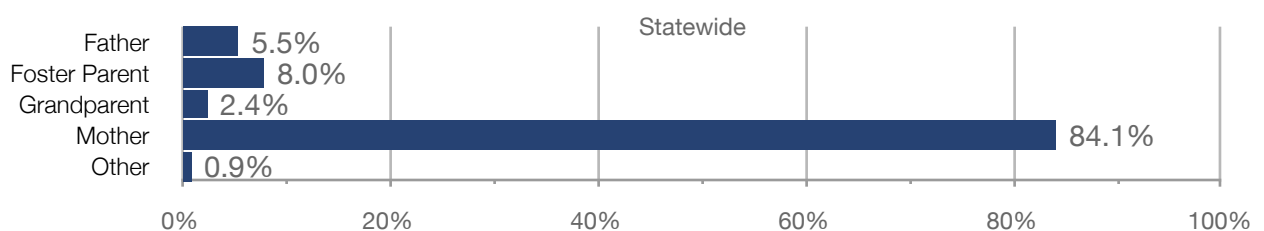
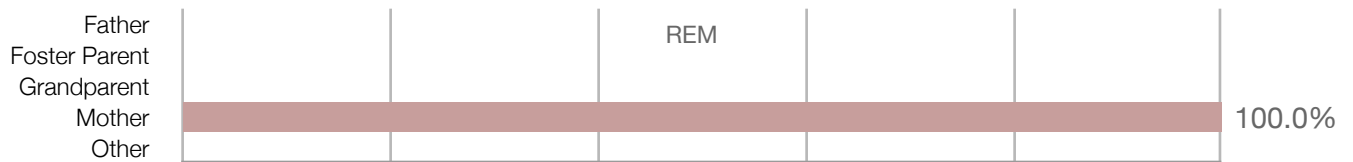
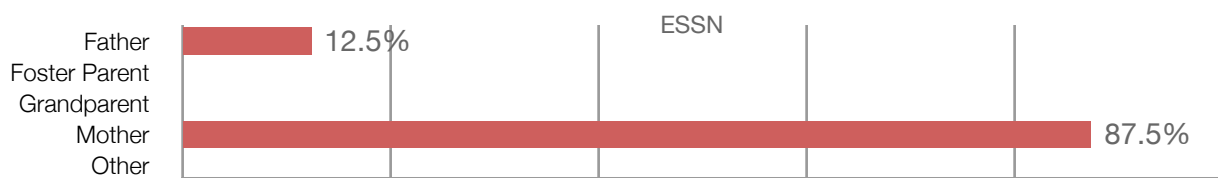
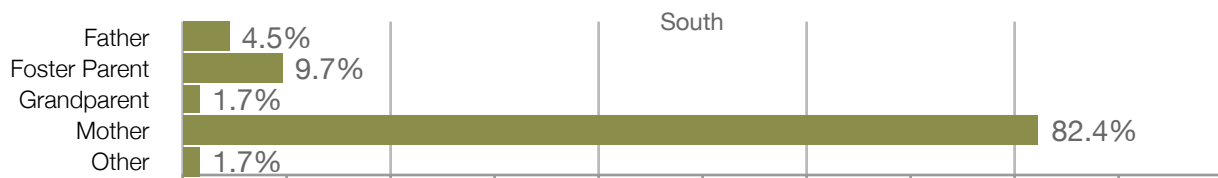
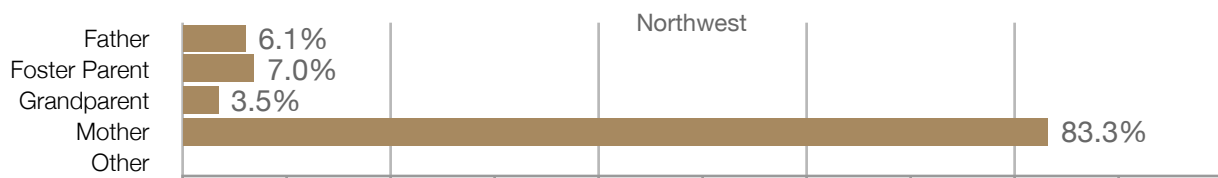
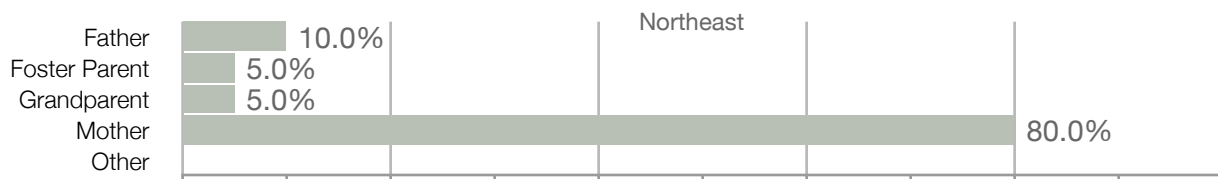
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Sure	Total
<b>Northeast</b>	0	0	4	15	1	20
<b>Northwest</b>	4	1	38	68	1	112
<b>South</b>	6	4	49	111	4	174
<b>ESSN</b>	1	0	5	2	0	8
<b>REM</b>	0	0	3	10	0	13
<b>Statewide</b>	<b>11</b>	<b>5</b>	<b>99</b>	<b>206</b>	<b>6</b>	<b>327</b>



0% 20% 40% 60% 80% 100%

## Q21: What is your relationship to the child?

	Father	Foster Parent	Grandparent	Mother	Other	Total
<b>Northeast</b>	2	1	1	16	0	20
<b>Northwest</b>	7	8	4	95	0	114
<b>South</b>	8	17	3	145	3	176
<b>ESSN</b>	1	0	0	7	0	8
<b>REM</b>	0	0	0	12	0	12
<b>Statewide</b>	<b>18</b>	<b>26</b>	<b>8</b>	<b>275</b>	<b>3</b>	<b>330</b>



### Q 23: Is there anything else you would like us to know about your child's and family's participation in the early intervention program or process?

For the 2008 Family Survey parent comments have been presented differently in this report than in the past. In order to preserve confidentiality, comments were not arranged by program. Due to the small number of responses within certain programs and regions, and because some details increased the risk of revealing identities, this format was adopted.

1. That they are a great thing to have to help children with disabilities
2. Early intervention was key for my son to do as well as he has and I couldn't be more happy with our "team" Not only to have the convenience of home visits, but every different specialist I just wanted to say Thank you all so much for helping my son and myself to accomplish so much!
3. They are a great program to have
4. You have a great program I hope it doesn't get cut from the budge problem
5. ●●● has been a godsend to our family Our son has made so much progress and just blossomed under her care and services I don't even want to think about where our family would be without her and NEIS! Thank you!
6. Without the support and guidance of NEIS and its doctors and staff my child would be much further behind We could not have made it without all of their support NEIS has made me a confident parent of a disabled child
7. I was extremely happy with my son's results
8. My son and my family are extremely grateful to the wonderful women that have supported us through our time with NEIS ●●● and ●●● have been an irreplaceable part of our son's growth and progress They are each generous, compassionate, concerned, and truly have become wonderful friends to our family members They never let us down and were always considerate of our family's needs They each are very knowledgeable and I never had a question that went unanswered They provided not only therapeutic services but also love and affection for my son and family My son has made significant progress due to his therapy with ●●● and ●●● Their services were invaluable to us and we are forever thankful to them
9. The techniques that I received have been VERY beneficial to my family!
10. My family and I are so appreciative in everything NEIS has done for our family My son has grown so much in one year with his language and speech Thank you for your services!
11. The staff at NEIS has been so helpful & friendly They have really turned this great program into an amazing one!
12. It has been very helpful and our service providers are very dedicated to helping our baby with his developmental needs Thanks!
13. Everything is going great!
14. ●●● & ●●● & ●●● the nutritionist have been fabulous!
15. Have excellent workers ●●● & ●●● Have learned a great deal about speech delay from them They both are very supportive!
16. I am so happy to have this program in my child's life I love my assistance from ●●● & ●●● in the Las Vegas office and feel connected to them for helping me so much
17. I would have liked to have received more speech therapy for my child ●●● was a God send and truly bonded with our son Thank you!

18. ●●● our NEIS service provider is professional, kind, caring, goes above and beyond her duties ●●● is dedicated to her work and we look forward to her visits
19. It was comforting to have someone support us!
20. Services were great The only think I ask is she come on time She is late at least 90% of the time by as much as 15 minutes Also focus on my child not communicating about her personal life
21. I am so happy to have the phone call to get my child help I have worked with wonderful people who have always been professional and knowledgeable in working with my son Thank you!
22. Coordinator was great!
23. I thank God for this program and for everything it has done for me & my baby I wouldn't change anyone or anything about my child's program or any of the people we are lucky enough to have helping us
24. This is my 3rd child that is going through NEIS I really appreciate everything everyone has done for me
25. ●●● is an excellent occupational therapist She is helpful Also \_\_ always responds to any question/concerns
26. NEIS has been such a big help Everyone has been very kind & helpful I don't know what we would do without them They are a great asset to any family with special needs!
27. ●●●, ●●●, & ●●● have been awesome, wonderful, outstanding in their services Thank you!
28. My granddaughter ●●● has an excellent group of therapists that provide exceptional services for her
29. It has helped me to understand how a child needs me to teach her everything She's like a mirror everything she sees she does Thanks for all your help
30. The time spent with PT, OT & Speech is valuable and used appropriately I feel often the weekly visit with our DS is more of a social hour than anything really useful to my family or child
31. Initially it took a while to get a social worker - the 1st assigned left the agency, then another month went by; the 2nd one came & was very good although we missed a month's visit Also, it took a very long time (too long) to be assigned a nutritionist Now that my son has one, she is great and I am very pleased I am also pleased w/ our social worker (who is out on maternity leave) & ●●● lastly, the physical therapist is just awesome
32. The initial response to get on board w/ this program was slow; however, now that we have the specialist, nutritionist, and physical therapist on board we are very pleased w/ the assistance & guidance provided to us
33. My child has made so much progress since we started this program one ear ago ●●●, our service provider, has been absolutely wonderful; she has shared many tips and strategies that have helped in my child's development I am very grateful for this outstanding service
34. That I'm very glad that this program help me in the way on how to approach & teach my child & that he improve a lot Thank to all of you!
35. Everything is going well, I just wish my baby would speed her growing I do get impatient at times I just have to remember my daughter only weighed 1 lb But, she will eventually catch up thanks to Early Intervention for your support
36. Very happy with services and staff Only wish there wasn't such a big turn around with speech therapists!
37. Our service providers do a wonderful job with our son and have a great relationship with him We'd like to give special thanks to ●●● & ●●● for all their hard work and support
38. I really like & enjoy the ladies coming out They are really nice and helpful
39. This is a great program It is very helpful for parents who are starting out with nothing/no idea of services

40. I'm very satisfied with ●●● & the support from Early Intervention's program Thank you very much
41. ●●● was a fabulous provider! She deserves to be recognized for the success of our family Kudos ●●●
42. NEIS has been a very positive experience for our child & family We appreciate the support, professional expertise, and encouragement we've received from our DS and PT
43. As a special ed Teacher myself for WCSD, I've been very happy & impressed by NEIS services to our child/family Our service providers have provided us with a lot of support Thank you!
44. Early Intervention Services has really helped my daughter's abilities & to thrive I'm very grateful for these services Thanks much
45. Just keep up the good work that you guys are doing My service provider is really fantastic And may you always serve as an instrument for God's work Thanks again so much for all the help...and our child is really doing great
46. We are very happy with Early Intervention Services, especially the distance they travel to provide services, from Las Vegas to Pahrump – 15 hours one way
47. ●●● is just wonderful! We look forward to her visit every month She has a wealth of knowledge and she takes all our concerns/questions seriously no matter how silly She has taught us some great way to help our son grow
48. My daughter is currently enrolled in the Hanen program and it is excellent!
49. We have recently declined services due to ●●● progress It was a joint decision with the service providers
50. We are very pleased with the program We saw a huge improvement in our twin's speech Thank you
51. Our NEIS team is awesome! I am amazed at my son's improvement since beginning EI It has made such a big difference in our family & helped gain my sanity back! It is such a great program that I will be forever grateful for!
52. We have had a wonderful caring NEIS team, our experience as been great However, I have 3 friends who were never able to receive services I believe the fact that we started the process while our twins were still in the NICU allowed us access to a very bureaucratic system
53. We couldn't ask for a better NEIS team Our experience has been wonderful! Unfortunately I seem to be a minority as several friends had bad experiences trying to get their children into the NEIS program It seems like, any government program, getting in is a huge undertaking
54. We worked with ●●● She is very enthusiastic about the children she works with My twins were very focused on her lessons! Keep up the excellent work!
55. NEIS is an invaluable service that I am grateful to have for my child
56. The program was outstanding!
57. I don't know what I am going to do with PT when my child turns 3 Other families and I would benefit with PT placement assistance WCSD does not offer enough PT (only 60 minutes a month)
58. I am very grateful to NEIS for their care and help with PT/OT care of my son They are very nice, caring people We are very glad and thank you for your help
59. NEIS is an excellent program that has helped me, as a first time mother, understand and help in my child's development Thank you!
60. My child's development & physical wellbeing would be much more impaired without the excellent help of ●●● & ●●●\_ as well as the other good people at NEIS The therapists deserve more support financial & otherwise They deserve adequate hours & health care My child's future is measurably better because of them

61. Wish Early Intervention would be around till she was 18 years old
62. ●●● was absolutely wonderful She worked well with my son and helped me make sure I did everything I need to do to further help my son A huge thank you to ●●●
63. Our developmental specialist & other team members do a wonderful job making me feel that my child is doing great and that she is more important than the "milestones"
64. Services are always prompt and efficient
65. ●●● is awesome...she always fully explains everything to me We have benefited from the services that NEIS provides
66. Early intervention has helped me and my children a lot and helped me to understand more about my child Thank you!
67. The services are beneficial to our family to help us have more confidence in our skills to better take care of ●●● We very much appreciate the help and great attitudes of the therapists
68. Our participation with ●●● and ●●● have truly been a blessing We could not have realized and addressed his needs without them His progress has been remarkable and I feel without this program he would not be where he is today Thank you!
69. I'm not sure what IFSP means Early Intervention has been a real help and good support with ●●●
70. NEIS Rocks!
71. They are a big help and have been supporting us since the day our child came home Thank whom ever created Early Intervention
72. This person is amazing! Everyone is so informative and caring Everyone we've met has been great!! Thank you!
73. Great service, let's me be a parent and not a clinician, great support
74. ●●● ●●● and ●●● ●●● have been incredible help
75. We are thankful for services to help us to go the right direction Special thanks to ●●● ●●● whom my son adores and I can tell she loves her job with children She is always there for us
76. I have a masters in social work All of our providers with NEIS are so professional This is our ONLY support services in our community They have given me the tools to care for our infant with SMA They are all amazing... especially ●●●, ●●● and ●●●
77. We have had an extremely positive experience in working with NEIS Thanks for all you do!
78. ●●● ●●● has been an excellent advisor to our family...she feels like part of the family and my daughter ADORES her! I could not ask for better support
79. Everything is ok for now
80. To Whom it may concern: We have been so pleased with the services given to our son ●●● ●●● has been diagnosed with Autism He did not walk until he was 26 months old He had no eye contact It has been hard for him to communicate to us what his needs are I feel the service that has been given to him by many people has helped his progress immensely ●●● walks a lot better now He crawls up the stairs in our Tri-level house He has eye contact that he never had before He is starting to give us pictures of things that he wants He is doing 100% better, because of this service we have gotten and I could not be more pleased This is all thanks to his (DS) ●●●, (PSI) ●●● ●●● and ●●●, (SLP) ●●● (PT) ●●● and his (OT) and many others that I can't remember names of THANK YOU SO MUCH to all that have given my son and my family hope for the life to come Sincerely, ●●● ●●●



81. My husband and I were please and impressed with the services provided We are grateful for this program and will recommend it to any parents that might be concerned about their child's development
82. My child has made significant progress since involvement with NEIS The DS, ●●● ●●● is wonderful from the perspective of not only a parent but a social worker as well The other specialist, ●●● (ST) and ●●● (OT) are also fabulous in helping our child
83. Thank you early interventions!!
84. I love Nevada Early Intervention Services Being a foster mom, they have helped me so much with our children All the people we have met there are number 1 in their jobs Please keep it up We need all of you! Thank you!
85. I am very pleased with services provided by NEIS Their professionals are very understanding and professional toward the needs of my child I have seen great progress in my daughters speech delay Thank you all for your great work and exceptional efforts
86. How do say thank you to people who have moved mountains for your child! God bless
87. I would like to say how much EIS has helped my daughter and my family – I believe that EIS has taught me and my family about my daughter's special needs I am so grateful for the care we have received ●●● ●●● is a wonderful specialist – She has always taken extra steps to ensure we understand and get the help my daughter and family needs! We love ●●● and sad to exit soon
88. Thank you for the great team I had working with my son They helped him and also myself work with him
89. I just will like to say that all the help I got from NEIS, ●●● ●●● and ●●● ●●● was the best for me and my baby I strongly recommend them cuz they did a good job with my case Thank you very much ●●● ●●●
90. On 8/11 a speech therapist came and viewed ●●● Where ●●● was 6 months ago and how he speaks today is 100% - had a 53% as of 8/11/08 he's 26% Early Int is working for ●●● Thank you
91. ●●● pretty much gets all the support from the NEIS Because of his syndrome and complications, I would like to know if we can get frequent therapy (Speech, OT, and PT) as often as possible Thank you! (and because he's deaf and mute, I would like some assistance in teaching us the sign language)
92. ●●● and ●●● have been great with ●●● and have provided tremendous resources!
93. ●●● is our specialist She is wonderful
94. ●●● has been more than helpful on our child's needs and information access A pleasure to work with
95. We are thankful everyday for your services – our child has made progress in leaps and bounds When living in a rural area as we do, we doubly appreciate the kindness and support extended to our family by the staff
96. Thank you
97. Thank you!!
98. Thank you all!
99. My early intervention group supervisor goes above and beyond to help my twins I don't know what I would have done without them
100. Thank you Everything is good
101. My child is not a sever case But my service providers care and take the time and effort to help and support us Thank you to them
102. My family has gained so much knowledge and enjoyed any visit we've ever had with NEIS I cannot complain about anyone that we've come in contact with Everyone listens to our concerns and has helped us with each concern in such a manner like ●●● was their own child Special thanks to ●●● ●●● She is kind, considerate and

- has been like an angel above us! Any question I have ever had she has an answer, and if by chance she didn't – she'd call me later that day with an answer Overall, I think NEIS is a GREAT program and I often talk about our experience with NEIS I have even recommended NEIS to other parents with issues that cannot seem to get assistance with their current pediatricians Thanks again NEIS!
- 103.●●●, my DS is amazing! She inspires me, supports and accepts me and is always there, willing to help in any way! ●●●, my OT was very knowledgeable, a great teacher and great with kids My kids and I love him! We will miss ●●● and ●●●
104. Wonderful program ●●● has an IEP and is now at ●●● ●●● with ●●● ●●● Thanks again!
- 105.●●● provided excellent service and was a pleasure to work with
- 106.A very positive program
- 107.I am so grateful that your services exist My service providers were an excellent source of information for me about the development of my child This is my 1st special needs child and they helped me to understand what was going on and why I am personally thankful and probably no the 1st to say what a superb staff that cares about my child's progress
- 108.Getting a good DS is critical!
- 109.We exited the program ●●● We happily tell anyone who listens or inquires how ●●● is doing what a fantastic asset it has been to be a part of the NV EIS Our primary concern had been language development since he had suffered a ●●● injury at \_\_\_ months He entered the program at 24 months At his entrance evaluation his speech was evaluated to be representative of a 9 month old child Needles to say our fears had been confirmed Fortunately, we were given a plan to assist us in bringing out sounds, and speech We were assigned to ●●●, DS Our son ●●● took to her immediately She always had little toys or educational games that we could replicate at home to encourage his participation in sound making and communicating with us We were instructed on basic signs that he was able to also mimic to increase his communication and added vocalization to this mix We feel he felt successful in communicating and this encouraged him to be receptive to our speech "work" Every occasion that we met with ●●●, we were happy to report some small progress We were very hopeful for his eventual language success As the months progressed, ●●● was able to incorporate the services of ●●●, PSI, and also a couple of visits with a speech pathologist ●●● Their advise and techniques that we could use has been so very valuable for the final result of language success for our son When the Child Find services evaluated him, he did not qualify for their services, as he had no language deficits at this point Incredible success for our whole family as this had been a source of stress for us We truly feel participating in this program has given him the ability to stay on developmental par with children his age We had brought our concerns about his speech development to our physician, a neurologist we had seen in May post injury, and just mater of fact to friends around us We were always given the same wait and see answer and...he's still young This just wasn't acceptable to us We also tried private speech therapy services for 25 months at an office ●●● never felt comfortable and it was a waste of time Thank our Lord, this program, and the good people that it employs for being there for families whose children need this extra attention We were willing to accept their guidance and education to guide our ●●● to success We are very Grateful!!
- 110.I want to say thank you to all the people from NEIS, and to the translator Thank you for helping my daughter, myself, and all the many other people who receive services from you
- 111.Of course I have a lot to say
- 112.Thank you for all your services and all the information that I have received from you during all this time that my child has joined the program Thank you
- 113.No, the only thing we have discussed with the social worker was to have my daughter potty trained little by little Thank you

114. Everything has been fine until today Thank you
115. Thanks a lot to NEIS for your patience and your help with my son
116. Thank you for everything
117. The NEIS program has been very helpful for me and my son It had helped me a lot Thank you so much for all your help
118. Everything is fine with the NEIS program All the workers had helped my son a lot, and my whole family Thank you
119. The services are better this time They have improved a lot, compared to the way they used to be before Thank you for all your help
120. All the hard work and the therapies have been very good Thanks for helping my daughter Excellent job Thank you
121. Suggestions
122. I wish we got a service provider sooner than we did because now my child is almost aged out of your services you provide
123. They were slow in getting my child a speech therapist
124. I would like to know the reason why my daughter has not yet received speech therapy? She'll be 3 yrs old in September
125. I have concerns that my son plays too rough with his sister ●●● ●●● is only 1 year old and I try to do everything I can to teach him not to hit his sister and other people including himself, and I feel that I still need help with that Wondering if ●●● was still going to come back when ●●● turns 3, so she can see how he has progressed?
126. I understand you're understaffed, however the time it took my child to begin speech services after the IFSP was written was over 4 months That is not a timely manner or following the law I do appreciate the Hanen Speech Program & am thankful you have it available
127. It would be great if ●●● could make her appointments on time and not reschedule so much Also she needs to call me if she isn't going to show up!!
128. I believe Early Intervention does not have enough speech therapists and although I liked and approved of the speech therapist we had, sometime we didn't see her for weeks & weeks If I hadn't paid for private speech therapy my child would not reached the level he did
129. The employee turn-over is way too much for families that are going thru difficult times I believe that there should be an effort made to try and keep therapist, who take part in caring for these children
130. My only disappointment in the program is the wait for speech therapy My daughter has been on the wait list for 8 months
131. I feel the provider could do more with my child in the hour they are together
132. Overall I am pleased My one complaint is that I went a few months without a speech therapist and that has been frustrating
133. I would have liked more visits per month so that my child could have more one on one time with them
134. Our service provider is great & we like her a lot I felt as though some of these statements didn't necessarily apply in our case, due to my child's disability (he was a bit slow in gaining speech, but has now more or less

- caught up on his own) Honestly, I'm not sure how much we've benefited from the services We were also a bit dismayed it too 4 months from the time we wrote the IFSP until our provider was assigned
- 135.I have twins and my other child in the home needs services We did the eval and have to wait months to get services Meanwhile, his twin brother receives services a few times a month This part of the system does not appear to be working Thank you
- 136.There should be more choices of personnel Sometimes the personalities clash with mine I don't like overly dominant, know it all types So my choice is to take help from these people or have my child go without
- 137.I have already filed a complaint regarding the delay in services My children did not get services until they were almost 27 months & 9 months Delays from initial IFSP's
- 138.I'm a working dad I don't get to sit in on my sessions very often
- 139.Why are you cutting the budget? Why do other states have more/better services for children?
- 140.Lack of speech therapy (Please help!) Maybe the government can supply more money for this program and support
- 141.The therapist usually have great attitudes and really seem to care about my son's well being Just my child had about 6 different OTs, 4 PTs, and 2 SLPs as well as 3 CDS in the last year I feel that that has stunted my child's growth in this program We have a PT that is the best therapist we have run across She has such a tie with my baby and has him working He does things for her that I can't get out of him I hope she stays and would want the other therapists to be as skilled as her
- 142.NEIS has been very helpful I appreciate services we have received Although my DS has been very responsible I wish my son would receive more speech and OT (seen only 1x/mo)
- 143.I do not understand the meaning of IFSP
- 144.Our home visitor was ●●● and ●●● But ●●● left for a different job And a new case worker did not call until a month later and then cancelled 2xs So no one has seen my son since the beginning of May and he turned 3 in July Restructure of employees is NEEDED! Then all her files were stolen from her home Why she had our info there when she never once came to see my son was OUTRAGEOUS!!! \*
- 145.She only required speech therapy – unable to give definitive diagnosis, so therefore exact therapy that should be done was a “guess” Hard to fit appt times into my schedule (they were only available M-W 7-8am) & could only see her once a week (due to lack of speech therapist), although they said she would benefit from services 2-3 times a week \*
- 146.●●● was awesome! When she left my son got ●●● ●●● was unorganized and didn't seem to know what he was doing He didn't show for 2 visits I was very unhappy with his service Never gave info to transition out of program Information would have been helpful ●●● was excellent He is the key to why my son is doing well
- 147.I would like to obtain more information about all the different programs that you have available, and that we may be eligible for
- 148.I would like to obtain more information regarding my son's daily activities What does he do? What type of activities does he do? I would like to obtain this information weekly or monthly Thank you
- 149.For right now, everything is fine My daughter has been showing lots of progress I am thankful to the NEIS program It has helped me a lot Thank you I would like ti have more visits, at least 4 per month My little daughter has made lots of improvements day after day, through the services that she had received Thanks a lot
- 150.To who it may concern First of all THANK YOU for your attention to this letter, and thanks a lot to the person who may translate the following: Back in November 2006 my son was scheduled for his very first appointment at NEIS, where he had qualified for the services It was greed that as soon as possible we were going to be

visited by the coordinator Supposedly after the visits of two other persons who never showed out by the way After two months by the end of January 2007 I called NEIS to find out the reason why nobody ever came to our house Finally, ●●● was sent over to our house She was the case's coordinator The summer of the same year, ●●● came in as the instructional aid, and also as my son's angel because she had demonstrated professionalism and vocation for her job She puts lots of love in everything she does ●●● became part of our family; she will always be in our hearts Unfortunately, I believe that the NEIS program is not good at all, since it does not follow up properly in the cases In other words, I feel like there is a waist of time because the children stop receiving services until they turn 3 years old For example: The behavior consultant ●●● did recommend that the child should have additional therapies by September 2004 (5 times/week) We used to have ●●● coming to our house only twice a week, supposedly because she could not find someone who could come over too It was not until February 2008, when I called to ask what had happened to the person who was supposed to be sent, and they told me that they could not find anybody Then, I was told that I could go ahead and find a High School student, who I would have to pay directly out of my pocket, and then they would reimburse that money If I would have known about it, I would have found somebody since the very beginning It was a waist of time, because of the lack of information in a timely manner But on the other hand, maybe it was better this way because otherwise I would not even have gotten the reimbursement Because according to the requirements, I just needed copies of the check stubs But later on I was asked for more proofs (which I did not have) I was supposed to be reimbursed only \$72 dollars that I had paid for February, until past July, but now I have been told that I will not be reimbursed because of the lack of documentation I want to clarify that ●●● does not have anything to do with this; because I can testify that she asked her supervisor about the requirements for the reimbursement, but she did not give her the right information ●●● is a very good person, who I really appreciate for the great job that she did Now what I wonder is, what would it happen to the children when their parents can not afford to pay for extra therapies? Poor parents, they must feel very frustrated for not being able to pay in advance, and for not receiving the reimbursement after all those months that they have been paying Please take the parents into consideration We have enough problems dealing with our children's conditions We can not take anymore! But after all, THANK YOU NEIS for giving us the opportunity to meet great human beings such as: (list of names)

- 151. Too less resources ST, OT, PT service not enough \*
- 152. Not enough time to write the book needed to address how inadequate and disrespectful services are in our area  
Lazy government workers sums it all up \*
- 153. I believe that my OT did not do her job very well There were times that she did not even work with the baby because she was talking & I felt like we could have talked & worked So that was very frustrating \*
- 154. I feel that the providers are not well trained in my child's disability and I end up being the one to educate and provide information to them The visits & "intervention" become a nuisance and waste of our valuable time \*
- 155. My child is severely handicapped I often feel that my NEIS providers don't spend enough time w/ her, nor do they provide me w/ enough techniques to last the span of time they cannot visit I understand the policy is to teach parents to do the PT/OT/ST etc themselves, but my therapists, especially the PT, spend little hands on time with my child How are they supposed to know the best ways to help her if they don't detect the slight improvements/digressions she makes? I'm an educated woman, but not trained in PT/OT/ST Therapists need to spend more hands on time, giving more techniques and strategies \*
- 156. Once a month it's not enough therapy \*
- 157. ●●● and ●●● were great! They are caring and knowledgeable I felt our ST was not very involved or motivating She spent 10-15 minutes talking with me before starting my child and didn't seem to be on same page as others In general I believe there should be more speech therapy for a developmentally delayed child \*
- 158. The above answers go for both of my sons in early intervention I have been continually blown off every time I voice a concern My son ●●● has gotten more delayed since starting services If not for my friends, family, and

personal research on the subject I would not have known my rights I have had to fight and argue to get what my boys need My son ●●● has been brought to a developmental pediatrician to be evaluated because the Early Intervention was not listening to me or their own staff They told me that speech for 1 year old is not appropriate unless the child wants it, said he has no PT issues right now but yet has a Dx of congenital hypotonia with right sided hemiparesis I was also informed that anything over 2X a month for PT & OT I would have to go through my ins or pay out of pocket and go to a clinic As it stands I am getting an attorney/advocate to help with ●●● because ●●● is trying to play dumb and do as little as possible I also have questions about the skill and qualifications of the staff seeing how the DS I was assigned asks me on a regular basis about developmental stages and such for her son The lack of seeing any need for PT for my son, the fact that doing what they told me to my son ●●● has digressed since being in the program That when I brought up PT I had to tell my DS several times he needed the eval and was told we don't see our PT person regularly, when we have our next meeting I'll try to remember to give her the paperwork It is funny this program IDEA part C is to help children with delays and in my case I have had to fight to get any services ●●● was qualified under a loop hole because the numbers did not justify it, and now by numbers alone he more than qualifies ●●● has qualified from day 1 but getting all the evals has been a fight and now getting the appropriate services is a fight, not to mention I do not agree with the evals they did They put down he does things that he doesn't They said he had hypertonia and he has hypotonia They say they cannot provide what I am asking for and is Dr recommended, not to mention that some of what they told me to do I was told adamantly not to do by the doctor The DS I have has also not shown the slightest bit of knowledge or concern in helping me find community resources In fact has actually asked me for information to give to other families I believe that they have also made social economic decision and based their services and assistance on that, assuming that because I get Medicaid & food stamps that I would not know my rights or be smart enough to look them up or fight for my kids I am beyond upset with the services and treatment received for my boys Please feel free to contact me if you would like more information One last thing They seem more worried about paperwork than providing services! \*

159. Yes, I am ●●●, ●●● mother I just want to let you know that being a participant of the NEIS program did not help me at all Because since the very beginning I always had different persons working with my child, and my appointments were rescheduled all the time Therefore, my son never received any help I was given a manual with different activities that I could do with my child at home in order to improve his language skills But, he actually never had a NEIS professional working directly with him You guys waited until my son turned 3 years old to send me this paper My son still needs the services I am really sorry, but I have to tell you that the services were really bad I understand that you have a long waiting list, but I did apply a long time ago And I never received attention for my son, he has speech problems, and I always was told to wait Well, my son now will be 3 years old in August, and I have been told that he no longer will be eligible for the services It really does not make any difference, because my son did not receive any help anyways while he was eligible My son is 3 years old, and he still has the same speech problems I really hope that you could understand me But it is all about my son, and he still has problems Honestly, the program was not helpful at all because my son never received any services He was visited twice only \*

160. \*Families who were both dissatisfied with their services and supports as determined by their responses to questions 1-20 and narrative comments

\* Families who were both dissatisfied with their services and supports as determined by their responses to questions 1-20 and narrative comments.



## NEVADA EARLY INTERVENTION SERVICES FAMILY OUTCOMES SURVEY

As a participant in early intervention services, your input about the quality of services your family is receiving is very valuable. By completing this survey, you will assist Nevada in providing improved services. Nevada Early Intervention Services developed this survey to include questions that measures family satisfaction, but more importantly to determine that services provided are making a difference for children and families.

This survey asks for your opinions about your own personal experience and knowledge of your early intervention program. Please be open and honest with your answers and skip any questions that do not apply or you don't feel comfortable answering. Circle the number that best describes your family right now. If you have more than one child receiving early intervention services, we would appreciate you completing one survey for each child. We would like to receive information on your family's experience for each child. Thank you for taking the time to ensure quality early intervention services for all families in Nevada. This survey will be returned to the Nevada University Center for Excellence in Developmental Disabilities (NVUCED) and will not be viewed by your service providers.

By completing this survey you will also assist Nevada in reporting to the U.S. Department of Education as required by the 2004 Reauthorization of the Individuals with Disabilities Education Act (IDEA). This requirement is enforced in an effort to promote program accountability and improvement. The US Office of Special Education Programs (OSEP) has identified three areas in which states are required to measure the effectiveness of their program. Those areas are:

- Parents know their rights,
- Parents are able to effectively communicate their child's needs, and
- Parents are able to assist their child in developing and learning.

Please return this survey in the postage paid envelope by July 25, 2008.

Thank you,

Wendy Whipple, NV Part C Coordinator  
Nevada Early Intervention Services

Spring  
2008

## Nevada Early Intervention Services Family Survey

For each statement below, please select one of the following response choices: **strongly disagree**, **disagree**, **agree**, **strongly agree**, **not sure**. You may skip any item that does not apply to your family.

	strongly disagree	disagree	agree	strongly agree	not sure
1 I understand my child's strengths and abilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 I understand my child's special needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 I believe my child is benefiting from early intervention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 My early intervention provider fully explained my parent rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 I know how to use my rights if I have concerns about my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 I feel a part of the early intervention team when we discuss my child's needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7 I know who to contact if I have questions or concerns about the supports and services we are receiving.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8 My service providers respect and value my culture, language, and individual preferences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9 I have a key role in all decisions related to services for my child and family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10 I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 If I have a concern about my child's or family's needs, it is addressed in the IFSP in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12 My service providers help me get the services and supports my child and family needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13 I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14 My family's daily routines are used to support my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15 My service providers help me understand my child's development and progress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16 The supports and services we receive help meet our child's developmental needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17 My service providers offer me information about how to access community resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18 The services and supports described in our IFSP are provided in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19 I gained confidence in caring for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20 Early Intervention supports and services have helped our child and family make progress toward IFSP outcomes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21 What is your relationship to the child? ☐ mother ☐ father ☐ foster parent ☐ grandparent ☐ other \_\_\_\_\_

22 What is your child's age today? \_\_\_\_\_

23 Is there anything else you would like us to know about your child's and family's participation in the early intervention program or process? Please add additional pages if the space below is not sufficient.

END